

BlackBerry Enterprise Server for IBM Lotus Domino

Version: 5.0 | Service Pack: 3

Release Notes



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Document revision history

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| Date | Description |
|---------------|---|
| 11 March 2011 | Initial version |
| 19 April 2011 | Updated the following topics: <ul style="list-style-type: none">• BlackBerry Administration Service fixed issues• BlackBerry Messaging Agent fixed issues• BlackBerry Administration Service known issues• BlackBerry Messaging Agent known issues• Security known issues• Upgrade process known issues |
| 27 April 2011 | Updated the following topic: What's new in BlackBerry Enterprise Server 5.0 SP3 |
| 6 June 2011 | Updated the following topics: <ul style="list-style-type: none">• BlackBerry Administration Service fixed issues• BlackBerry Administration Service known issues• BlackBerry Configuration Database known issues• BlackBerry Mail Store Service known issues• BlackBerry MDS Connection Service known issues• BlackBerry Messaging Agent known issues• High availability known issues• Logging known issues• Organizer data synchronization known issues• Security known issues• Upgrade process known issues |

What's new in BlackBerry Enterprise Server 5.0 SP3

2

| Feature | Description |
|---|--|
| BlackBerry® Device Software updates | <p>The BlackBerry® Enterprise Server includes the following enhancements to the software update process:</p> <ul style="list-style-type: none">• administrators can make software updates optional for BlackBerry device users• users have the option to rollback an optional software update |
| Support for additional instant messaging servers | <p>The BlackBerry Enterprise Server is designed to support the following instant messaging servers:</p> <ul style="list-style-type: none">• Microsoft® Office Communications Server 2007 R2• Microsoft® Lync™ Server 2010 |
| Enhancements to media file downloads | <p>The default settings for media file downloads changed to allow users to download larger amounts of content using the BlackBerry® Browser or an HTTP connection using the BlackBerry MDS Connection Service.</p> |
| Enhancements to the BlackBerry Administration Service | <p>The BlackBerry Administration Service includes the following enhancements:</p> <ul style="list-style-type: none">• ability for you to delete only work data from BlackBerry devices• two new permissions that allow you to delete data from devices: "Delete all device data and remove device" and "Delete only the organization data and remove device permissions" (the "Edit a device" permission no longer permits you to delete all device data)• option for you to delete or disable a user account from the BlackBerry Enterprise Server after you delete only work data or all data from devices• option for the BlackBerry Administration Service to automatically select and authenticate with proxy servers• improved search results including additional user information and the option to sort and move columns for a customized display• option to export the data from the user search results into a .csv file |
| Enhancements to messaging | <p>The BlackBerry Enterprise Server includes the following enhancements to messaging:</p> |

| Feature | Description |
|---|--|
| | <ul style="list-style-type: none"> • If a meeting participant proposes a new time for a meeting using IBM® Lotus Notes®, the email message that the BlackBerry Enterprise Server sends to the meeting organizer's device includes the proposed new time. • When a meeting organizer receives a meeting confirmation, or an email message with a request for information, the email message includes any comments that the meeting participant added. |
| Enhancements to the online help for BlackBerry Administration Service and BlackBerry® Web Desktop Manager | <p>The online help for the BlackBerry Administration Service and BlackBerry Web Desktop Manager is now available on the web. It includes the following enhancements:</p> <ul style="list-style-type: none"> • Improved search capabilities • Search function for the Japanese language • Reorganized content • <i>BlackBerry Enterprise Server Policy Reference Guide</i> information • Easier navigation |
| Support for assigning additional configurations to groups | You can assign VPN profiles and Wi-Fi® profiles to groups using the same method that you use to assign IT policies, software configurations, and roles to groups. |
| Enhancement to logging | By default, the logging level for deployment jobs is increased to debug to help you more easily identify, diagnose, and solve issues with incomplete jobs. |
| JDBC driver upgrade | The JDBC driver that BlackBerry Enterprise Server components use to connect to the BlackBerry Configuration Database is upgraded to version 2.0 for the BlackBerry Administration Service, and to version 3.0 for the BlackBerry MDS Connection Service. |
| New IT policy rules | For information about new IT policy groups and IT policy rules, see the <i>BlackBerry Enterprise Server Policy Reference Guide</i> . |
| New application control policy rule | A new application control policy rule named "Is access to the corporate data API allowed" specifies whether a third-party application or an add-on application developed by Research In Motion® can access work data on a device. |
| New traits | <p>The BlackBerry Enterprise Trait Tool includes the following new traits:</p> <ul style="list-style-type: none"> • PolicyEnterpriseWipeCommandOrderTraitType • BASIsProxyWPADOptionEnabled • BASNumberOfAdditionalWiredApplicationsToIncludeInACP |

| Feature | Description |
|---|--|
| | <ul style="list-style-type: none"> • BASProxyBasicAuthUID • BASProxyBasicAuthPassword • EWSDomain • EWSPassword • EWSServiceAccount • MaxDomainSlowSyncsPerMin • MaxSyncServerSlowSyncsPerMin • MaxSyncServerSlowSyncsInProgress • MaxPollCycleCountForHungSlowSync • MaxPollCycleCountForNoResponseToSlowSync • NumberOfUserTargetTypeForSlowSyncInParallel • SlowSyncPollCycleInterval <p>For more information about new traits, see the <i>BlackBerry Enterprise Server Administration Guide</i>.</p> |
| Changes to the BlackBerry Configuration Database schema | The changes to the BlackBerry Configuration Database schema for BlackBerry Enterprise Server 5.0 SP3 are summarized in the UpgradeV99990101.sql file in the installation folder. |
| Support for Microsoft® Office 2010 file attachments | The BlackBerry Enterprise Server is designed to support Microsoft Office 2010 file attachments in messages. |
| Support for Microsoft® Hyper-V® Server 2008 R2 | The BlackBerry Enterprise Server is designed to support the Microsoft Hyper-V Server 2008 R2 virtualization platform. |
| Discontinued BlackBerry MDS Integration Service | The BlackBerry MDS Integration Service is no longer in production. If you installed the BlackBerry MDS Integration Service, you must remove it before you can upgrade to the latest BlackBerry Enterprise Server version. For more information, see the <i>BlackBerry Enterprise Server Upgrade Guide</i> . |
| End of support for Microsoft® SQL Server® 2000 | <p>The BlackBerry Enterprise Server no longer supports Microsoft SQL Server 2000 and MSDE.</p> <p>If the installer detects Microsoft SQL Server 2000 or MSDE, the setup application displays a warning message and you cannot continue to install or upgrade the BlackBerry Enterprise Server until you upgrade the database server.</p> |
| Upgrade support | <p>You can upgrade the BlackBerry Enterprise Server to 5.0 SP3 from any of the following versions:</p> <ul style="list-style-type: none"> • BlackBerry Enterprise Server 4.1 SP7 |

| Feature | Description |
|---------|---|
| | <ul style="list-style-type: none">• BlackBerry Enterprise Server 5.0• BlackBerry Enterprise Server 5.0 SP1• BlackBerry Enterprise Server 5.0 SP2 <p>To upgrade the BlackBerry Enterprise Server to 5.0 SP3 from a version that is not listed above, you must first upgrade to one of the versions listed above.</p> |

Fixed in this release

3

Activation fixed issues

When you tried to activate a BlackBerry® device running BlackBerry® Device Software 5.0 or later with the synchronization type of the Organizer data folder list to **Device to server**, the activation process stopped at 11%. (DT 815305)

After the BlackBerry® Enterprise Server activated a new user, it did not send timezone records to the device. (DT 616535)

BlackBerry Administration Service fixed issues

If you configured a BlackBerry® Administration Service pool, in certain circumstances, one of the BlackBerry Administration Service instances would stop processing messages, and the BlackBerry Administration Service pool no longer performed as expected. (DT 1055331)

The BlackBerry Administration Service did not stop trying to send invalid notifications, which generated large log files, caused performance issues, and prevented administrators from logging in. (DT 993127)

In an environment that included a large number of users and applications, the BlackBerry Administration Service reconciled tasks slower than expected. (DT 980881)

If the BlackBerry Administration Service generated and queued a large number of tasks and the BlackBerry Administration Service instance that started processing the tasks stopped, the processing took longer than expected until the instance started again. (DT 968146)

In earlier releases of BlackBerry® Enterprise Server, for optimal performance, you could only install 4 BlackBerry Administration Service instances in a pool. (DT 900359)

An issue existed in the BlackBerry Administration Service whereby proxy access configurations were not appropriately encoded when stored in the database. (DT 894703)

If you applied the Disallow Third Party Application Downloads IT policy rule to a BlackBerry device, the BlackBerry Administration Service created a job task to remove existing third-party and RIM add-on applications associated with software configurations from the device. (DT 890899)

When you installed Microsoft® Office Communications Server 2007 R2 or Microsoft® Lync™ Server, and navigated to **BlackBerry Solution topology > Component view > Collaboration**, the BlackBerry Administration Service listed IBM® Lotus® Sametime® as the component name in the **Instance information** section. (DT 890401)

If the BlackBerry Administration Service had a large number of jobs to process after the 5 minute timeout elapsed, the BlackBerry Administration Service might not have processed all of the jobs. (DT 887734)

When you upgraded the BlackBerry® Enterprise Server software, the BlackBerry Administration Service deleted application control policies that did not have an English locale name. (DT 863816)

When you moved a user from one BlackBerry Enterprise Server to another within a BlackBerry Domain, the BlackBerry Administration Service would needlessly push applications that were previously pushed wirelessly to the user's device before the user was moved. (DT 857857)

In some circumstances when you issued a "Delete all device data and disable device" command to a user's device and then the user activated a new device before the original device acknowledged the command, the BlackBerry Administration Service disabled the user's new device after an hour. (DT 836520)

For a BlackBerry Enterprise Server that was installed on Windows Server® 2008 R2, if you installed the Microsoft security update for KB 979683 (MS10-021), you could not use the BlackBerry Administration Service. (DT 786855)

When you configured integrated Microsoft® Active Directory® authentication, and the LDAP password was 32 characters or more, you could not access or configure the BlackBerry MDS Connection Service in the BlackBerry Administration Service. (DT 773809)

Miscellaneous and **Organization** role tabs appeared in the BlackBerry Administration Service, but these tabs could not be edited by an administrator account with the permissions to edit a role. (DT 762657)

If there were many Kerberos™ services in the environment, you might not have been able to log in to the BlackBerry Administration Service using Windows® authentication due to a request timeout. (DT 711491)

Due to an incorrect value in the BlackBerry Configuration Database, you might not have been able to delete users and the BlackBerry Administration Service log file included the following error message:
" [org.hibernate.util.JDBCExceptionReporter] [ERROR] Violation of UNIQUE KEY constraint 'IX_HandheldConfig_Name'. Cannot insert duplicate key in object 'dbo.HandheldConfig'" (DT 716329)

If you installed a new BlackBerry Enterprise Server instance and you imported the BlackBerry® Client Access License keys into the new BlackBerry Configuration Database using a database script instead of using the BlackBerry Administration Service or the setup application, administrative users might not have been able to log in to the new BlackBerry Administration Service. BlackBerry Enterprise Server 5.0 SP3 includes an auto-correction feature that allows you to import BlackBerry CAL keys into a BlackBerry Configuration Database directly using a database script. (DT 708890)

The BlackBerry Administration Service now prevents administrators from making changes beyond their intended permissions. (DT 704203)

If BlackBerry Administration Service instances in a pool experienced network connectivity issues, the BlackBerry Administration Service tried to reconnect ten times and then stopped trying to reconnect. When this issue occurred, the BlackBerry Administration Service did not complete subsequent dependent jobs and information was not reconciled to devices. (DT 690665)

If you set the Disposition application control policy rule to Required, pushed an application to a device, and then pushed an upgrade of the application to the device, the device could not install the application. The BlackBerry Administration Service displayed the "Device Reported a general failure installing the module" error message. (DT 690469, DT 643197)

If you installed a new BlackBerry Administration Service instance and selected an existing BlackBerry Configuration Database during the installation process, and the carrier name that was stored in the BlackBerry Configuration Database was long, the BlackBerry Administration Service did not permit you to manage shared drives or BlackBerry Device Software update bundles. (DT 689474)

If you upgraded from BlackBerry Enterprise Server 4.1.x to BlackBerry Enterprise Server 5.0 SP1 or later, IT policies that you assigned to users and groups might not have been transferred correctly. If multiple users belonged to a group in the 4.1.x environment, and you assigned IT policies to the individual user accounts and to the group, after the upgrade, the IT policies that used to be assigned to the users might have been assigned to the groups, and the IT policies that used to be assigned to the groups might have been removed. You might not have been able to assign a new IT policy to the group. (DT 689466)

In environments that involved network communication between two BlackBerry Administration Service instances, when a job task was completed, the status update might have failed. As a result, any dependant job tasks were not processed, causing an increasing number of reconciliation processes. (DT 681866)

On the **Instance information** tab for a BlackBerry Attachment Service instance, the **General** section listed **Document cache size (MB)** instead of the correct label, **Document cache size (number of documents)**. (DT 654416)

When you applied multiple IT policies to a user account and your organization included many users and groups, the reconciliation process might have taken longer than was expected and the BlackBerry Administration Service might have stopped responding. (DT 639176)

In certain circumstances, when you used the BlackBerry Enterprise Transporter bulk mode to move users from BlackBerry Enterprise Server 4.1 SP7 to 5.0 SP2, reconciliation job tasks stopped unexpectedly. (DT 638633)

In certain circumstances, the clock on the computer that hosted the BlackBerry Administration Service ran slowly. (DT 633701)

If a BlackBerry Enterprise Server administrator account had an administrative role with the **Edit a group** and **View a group** permissions restricted to one group only, that administrator could not add a new user account to a group immediately after adding the user account to the BlackBerry Enterprise Server. (DT 631033)

If you used the "Specify new device password and lock device" IT administration command, or the "Delete all device data and disable device" IT administration command, the audit records for the BlackBerry Enterprise Server did not indicate which user account you used the IT administration command on. (DT 625187)

In previous releases of the BlackBerry Enterprise Server, if you tried to move multiple user accounts to a different BlackBerry Enterprise Server, the BlackBerry Administration Service was not able to move the user accounts with pending deployment jobs. In BlackBerry Enterprise Server 5.0 SP3, when you try to move multiple user accounts to a different BlackBerry Enterprise Server, you are prompted to choose whether you want to move only the user accounts with no pending deployment jobs or if you want to stop any pending deployment jobs and move all of the user accounts. (DT 620767)

If a user account's address book location was recorded incorrectly in the BlackBerry Configuration Database, you might not have been able to view the settings for the user account in the **Organizer data synchronization** tab in the BlackBerry Administration Service. A "request could not be completed" error was displayed and an IndexOutOfBoundsException error was written in the BlackBerry Attachment Service log file. (DT 619414)

In certain circumstances, the BlackBerry Administration Service repeatedly wrote the following error message to its log file: "Violation of PRIMARY KEY constraint 'PK_BASJobTaskDependencies'. Cannot insert duplicate key in object 'dbo.BASJobTaskDependencies.'" (DT 617678)

If your BlackBerry Domain included a BlackBerry Enterprise Server 4.1 SP6 and a BlackBerry Enterprise Server 5.0 SP1 or later, and you added a user account to the BlackBerry Enterprise Server 4.1 SP6, you could not change the synchronization mappings for the user's organizer data. (DT 616603)

If you configured a BlackBerry Administration Service pool and you restarted multiple BlackBerry Administration Service instances at a time, the BlackBerry Administration Service instances might not have identified a singleton and errors might have occurred. (DT 613238)

The BlackBerry Administration Service now performs additional sanitization of log output to ensure sensitive information is not recorded. (DT 610321)

In certain circumstances, if you pushed a software configuration out to a large number of users (for example, 2000), the BlackBerry Administration Service used more than its maximum of 670 threads and stopped unexpectedly with an out of memory error. (DT 608647)

When you accessed the BlackBerry Administration Service and the BlackBerry Monitoring Service in two different tabs in the same Windows® Internet Explorer® window, the BlackBerry Administration Service timed out. (DT 605059)

The BlackBerry Administration Service did not support searching for user accounts using the mailbox ID. As a result, if you used the BlackBerry Enterprise Server User Administration Tool, you could not search for user accounts by canonical name. (DT 604566)

If you installed the BlackBerry Enterprise Server in a failover configuration, installed the BlackBerry database notification system, and activated a user account, reconciliation might not have worked and the following messages might have appeared in the BlackBerry Administration Service - Application Server log file:

```
(04/16 15:45:19:119):{WorkManager(2)-143} [org.hibernate.util.JDBCExceptionReporter] [WARN] SQL Error: 8162, SQLState: S0002
```

```
(04/16 15:45:19:119):{WorkManager(2)-143} [org.hibernate.util.JDBCExceptionReporter] [ERROR] The formal parameter "@IdIntCustom" was not declared as an OUTPUT parameter, but the actual parameter passed in requested output.
```

```
(04/16 15:45:19:135):{WorkManager(2)-143} [com.rim.bes.bas.BAExceptionStackInterceptor] [WARN] [BBAS-2007] {u=SystemUser, t=6584} Caught unhandled RuntimeException in org.jboss.ejb3.EJBContainerInvocation method clearReconciledSoftwareConfigurationForUserLocal - org.hibernate.exception.SQLGrammarException: could not delete: [com.rim.bes.bas.devicemanager.entity.HandheldConfigEntity#1] (DT 602227)
```

The BlackBerry Administration Service did not parse the .alx file in an application bundle correctly if the .alx file referenced the same directory more than once, and on separate lines. (DT 579943)

If you disabled IT policy amalgamation, created two IT policies, assigned the IT policies to groups, exported the IT policies, and then imported them to the same BlackBerry Enterprise Server, groups that were assigned the lower ranked IT policy had their IT policy removed, but groups that were assigned the higher ranked IT policy retained their IT policy. (DT 579795)

If you assigned a software configuration to a user account and then tried to view the user's configuration information in the BlackBerry Administration Service, you might have been logged out of the BlackBerry Administration Service. (DT 571423)

If you enabled IT policy amalgamation, created more than one custom IT policy, assigned the IT policies to groups, exported the IT policies, and then imported them to the same BlackBerry Enterprise Server, users who previously had an amalgamated IT policy appeared to have only one IT policy assigned, but the name of the one IT policy was the amalgamated IT policy name. (DT 568767)

When you configured the distribution settings for an IT policy to run every day at specific times (for example, 3:00 PM), and configured the default delay to be greater than the difference between the next distribution time and the current time (for example, the default delay was 15 minutes and the current time was 2:50 PM), the distribution job did not run until the next day. (DT 559148)

If you used the BlackBerry Administration Service to create an email message signature for a user account, the signature might have appeared slightly different in the user's email messages (for example, the signature might have included a extra blank line in the email message). (DT 545641)

If you upgraded from BlackBerry® Professional Software 4.1 SP4 to BlackBerry Enterprise Server 5.0 SP2, you might not have been able to log in to the BlackBerry Administration Service. (DT 544315, DT 544351, DT 544257)

When you imported an IT policy from an earlier version of the BlackBerry Enterprise Server, the BlackBerry Administration Service displayed the "The application has encountered a system error. Please report this error to the System Administrator" error message instead of the "The version of the import data does not match the current BlackBerry Administration Service version" error message. (DT 543638)

In the BlackBerry Administration Service, if you viewed the status of reconciliation events and refreshed the page in your web browser, the BlackBerry Administration Service might have generated a system error. (DT 535218)

After you moved a user account from BlackBerry Enterprise Server 5.0 SP2 to BlackBerry Enterprise Server 5.0, if you tried to edit their organizer data settings, the BlackBerry Administration Service logged you out and the BlackBerry Administration Service wrote stack trace errors to the BlackBerry Administration Service - Application Server log file. (DT 532356)

If you sent a Set Owner Information command over the wireless network to a device, the event was not logged by the BlackBerry Administration Service. (DT 528724)

The **From** and **Sent To** fields were limited to 150 characters in the BlackBerry Administration Service when creating message filters. (DT 526699)

An issue in the BlackBerry Administration Service could have resulted in security feature misuse due to lack of secure credential handling. (DT 526157)

Multiple issues in the BlackBerry Administration Service could have resulted in potential Cross Site Scripting (XSS) and Cross Site Request forgery vulnerabilities. These issues are resolved by improved validation of URLs. (DT 525829)

In some circumstances, you could not push applications that relied on the vendor ID over the wireless network using the BlackBerry Enterprise Server. The BlackBerry Administration Service resolved only a hexadecimal value for the vendor ID. (DT 522454)

The BlackBerry Administration Service displayed an exception error if the body of a custom activation message began with a plus (+) sign. (DT 520133)

After you installed BlackBerry Enterprise Server 5.0 SP1 with the BlackBerry Collaboration Service for Microsoft® Office Communications Server 2007, the BlackBerry Administration Service displayed that the BlackBerry Collaboration Service for Microsoft® Office Live Communications Server 2005 was installed instead. (DT 513156)

If you had set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **Yes**, when you upgraded the BlackBerry Enterprise Server, the current settings in the Default IT Policy returned to the original default settings. (DT 508621)

When you exported summary data for a large number of user accounts using the BlackBerry Administration Service, the transaction time limit might have been exceeded, which prevented the action from completing successfully. (DT 508049)

The EJB3 remote connection functionality that is part of JBoss® Web Server now correctly applies specified cipher restrictions. (DT 507404)

If you configured database mirroring and the mirror BlackBerry Configuration Database did not use port number 1433, the BlackBerry Enterprise Server could not connect to the mirror BlackBerry Configuration Database. (DT 504239, DT 501985)

The BlackBerry Administration Service could not manage user accounts that were duplicated in the BlackBerry Configuration Database. (DT 501446)

An insufficient permissions error was displayed in the BlackBerry Administration Service log file if you attempted to log in to the BlackBerry Administration Service using an administrator account that had a customized role that did not have the View Instance permission turned on. (DT 496896)

If you accessed the BlackBerry Administration Service in a language other than English using Mozilla® Firefox® or Safari, the information in the **Status** section on the home page of the BlackBerry Administration Service appeared in English. (DT 495829)

If your organization created a customized administrator role that allowed administrators to view and modify only a specific group, the administrator could not view the available group when trying to add a user account to the group. (DT 488200, DT 488201)

When you sent a "Delete all device data and disable device" IT administration command to certain devices, the BlackBerry Administration Service closed. (DT 482771)

The description for the Enterprise Administrator role in the BlackBerry Administration Service stated that the enterprise administrator had all rights as a security administrator, except that the enterprise administrator could only view role assignments. (DT 482257)

The BlackBerry Administration Service cached administration permissions, allowing for stale permission application. (DT 479462)

If the **Allow user wireline activation** field was set to **No** on the **BlackBerry Web Desktop Manager Information** tab in the BlackBerry Administration Service, you could not activate a device using the BlackBerry Administration Service. (DT 461923)

The setting for the Microsoft® Word 2007 distiller was displayed incorrectly in the BlackBerry Administration Service after upgrading from BlackBerry Enterprise Server versions 4.1 SP6 MR5 and 4.1 SP4 MR1. (DT 459538)

The audit scripts for the BlackBerry Administration Service did not log when a group was created or the group name changed. (DT 444932)

An issue in the BlackBerry Administration Service where anonymous ciphers were supported could have led to weak or no access control on communications channels. Support for anonymous ciphers has been removed from the BlackBerry Administration Service configuration. (DT 410053)

When using multiple tabs in Windows Internet Explorer 7 to access the BlackBerry Administration Service, the information you typed in one tab might have appeared in another tab. (DT 387664)

You could not send PIN or email messages from the BlackBerry Administration Service without populating both the **Message subject** and **Message body** fields. (DT 266040)

When you attempted to view resolved applications for a user account, in certain circumstances, the BlackBerry Administration Service displayed an error message. (DT 262643)

In some circumstances, the **Current Carrier** field in the BlackBerry Administration Service displayed the local carrier instead of the home carrier network. (DT 242867)

BlackBerry Attachment Service fixed issues

In certain circumstances, the BlackBerry® device did not display a Microsoft® PowerPoint® document correctly. (DT 973369, SDR 336357)

After you upgraded the BlackBerry® Enterprise Server from 4.1 SP7 to 5.0 SP3, devices could not open attachments and displayed the “Attachment server cannot be found” error message. (DT 900990)

You could not view all columns of a Microsoft® Excel® spreadsheet on a device that contained Chinese characters if you saved the file using Microsoft Office® 2003. (DT 625814)

When you installed a BlackBerry Enterprise Server without a BlackBerry Attachment Service, installed the BlackBerry Attachment Service on a remote computer, and configured the BlackBerry Attachment Service to connect to the BlackBerry Attachment Connector on the BlackBerry Enterprise Server, the BlackBerry Attachment Service could not connect to the BlackBerry Attachment Connector on the BlackBerry Enterprise Server, and the "An unknown error was encountered" error message displayed on the BlackBerry device when a user was viewing email messages with attachments. (DT 543151)

When users viewed .pptx files on their devices, the background colors might not have displayed properly. (DT 280165)

BlackBerry Configuration Database fixed issues

The BlackBerry® Enterprise Server was updated to use the caching and reuse prepared statements in the BlackBerry Configuration Database so that it can start running sooner. (DT 785483)

When you ran NotifyMasterInstall.sql to install the BlackBerry database notification system, the script may have generated warning messages or error messages. (DT 608509, DT 509823)

If you upgraded the BlackBerry Enterprise Server, the presence of orphaned records caused database upgrade errors. (DT 506477)

BlackBerry Configuration Panel fixed issues

When the BlackBerry® Controller was installed, the **Logging** tab appeared in the BlackBerry Configuration Panel. The **Logging** tab should not have appeared when the BlackBerry Controller was installed because you configure logging in the BlackBerry Administration Service. (DT 513174)

If you changed the Certification Authority certificate using the BlackBerry Configuration Panel, incorrect encoding of a registry entry could have prevented the BlackBerry Administration Service from restarting successfully. (DT 477478)

BlackBerry Controller fixed issues

The BlackBerry® Controller waited 30 minutes before restarting the BlackBerry® Enterprise Server if it detected that NSD was running. (DT 588405)

BlackBerry Dispatcher fixed issues

If you configured a BlackBerry® Enterprise Server pair and the standby BlackBerry Enterprise Server connected to two BlackBerry Collaboration Service instances, when the first BlackBerry Collaboration Service became unavailable, the standby BlackBerry Enterprise Server instance did not promote the connection to the second BlackBerry Collaboration Service. (DT 641661)

When a BlackBerry Enterprise Server service tried to connect to the BlackBerry Dispatcher, if the required port (3200) was not available, you had to restart the BlackBerry Enterprise Server to restore functionality. (DT 489087)

The APB engine looped if it was unable to write to a hard drive. As a result, a high amount of hard drive and CPU resources were used. (SDR 207982)

BlackBerry Enterprise Trait Tool fixed issues

In previous releases, the BlackBerry® Enterprise Trait Tool did not include traits that permitted you to throttle the BlackBerry Synchronization Service. (DT 745561)

The BlackBerry Enterprise Trait Tool could not be run at the group level. In previous versions of the BlackBerry® Enterprise Server, the BlackBerry Enterprise Trait Tool had to be run at the domain level or manually against individual user accounts. (DT 455123)

BlackBerry Mail Store Service fixed issues

The BlackBerry® Mail Store Service did not use the correct columns in the BlackBerry Configuration Database to determine computer names and instance names. (DT 625895)

If a user was added to an IBM® Lotus® Domino® group, the BlackBerry Mail Store Service did not check the ACL for the user and the BlackBerry Administration Service permitted you to assign public address books to the user even though the user was not explicitly listed in the ACL. (DT 565610)

BlackBerry MDS Connection Service fixed issues

If you configured the `application.handler.http.tracking.whitelist` property in the `rimpublic.properties` file, the BlackBerry® MDS Connection Service used up all the computer memory and crashed. (DT860703)

If you configured an untrusted HTTPS connection to a specific URL, the BlackBerry device displayed the "Access Denied: Insecure SSL" error message when the user attempted to access it. (DT 872254)

If a user tried to browse to WML pages that included invalid WML using the BlackBerry® Browser on a device, the device displayed an HTTP 500 error message. (DT 489855)

If a page set a cookie, the BlackBerry MDS Connection Service did not pass the cookie on to any other pages. (DT 486192)

The Via header that the BlackBerry MDS Connection Service sent to the device did not include protocol information and did not comply with RFC 1616. (DT 391707)

BlackBerry Messaging Agent fixed issues

When a BlackBerry® device user forwarded or replied to an email message from the BlackBerry device, sometimes the body of the email message appeared in base-64 encoding and could not be read. (DT 959156)

A memory offset calculation problem in the software caused the BlackBerry® Enterprise Server to crash repeatedly. This issue might have occurred when the BlackBerry Enterprise Server processed an email message that included a .jpg. (DT 947768)

HTML email messages appeared as blank messages instead of in plain text on devices running BlackBerry® Device Software 4.5 or earlier. (DT 810289)

A user could not set an out-of-office return date from a messaging server that was configured to use out-of-office service mode. (DT 799850)

A user could only view the first line of an out-of-office alert on the device. (DT 785822)

When a user searched for the contact information for users with Japanese characters in their user names, the device displayed the Japanese characters in the user names as question marks (?). For more information, visit www.blackberry.com/go/kbhelp to read KB22800. (DT 660383)

When a user sent a message that included Base-64 encoded images from a device, the BlackBerry Messaging Agent changed the encoding to binary, which might have caused messages to be bounced back to the user. (DT 635468)

If the BlackBerry Messaging Agent stopped with an Exit code of 128, and the BlackBerry Controller restarted it, users might not have been initialized because databases were still open. (DT 625277)

When a user added or changed the follow-up flag to a MIME-formatted message on a device, the message no longer displayed as expected. (DT 620513)

If a user sent a message that was encoded using Windows-874 encoding, the device could not display the message. (DT 598991)

If you used the BlackBerry Enterprise Transporter to move a user account to another BlackBerry Enterprise Server, when the user connected the device to the BlackBerry® Desktop Manager, the BlackBerry Desktop Manager prompted the user to switch devices. (DT 595330)

In an environment that included an IBM® Lotus® Domino® cluster and users with a large number of unread messages, when the cluster failed over, if the Note IDs for the replicated messages were not the same, the BlackBerry Enterprise Server reprocessed all unread messages and it might have taken a long time before devices received the messages. (DT 511330)

To resolve this issue, verify that you are using Lotus Domino 8.5.2 or later.

In an environment that included Lotus Domino 8.5.1, in certain circumstances, when the BlackBerry Messaging Agent was processing a meeting update for a device that was outside the wireless coverage area, the BlackBerry Messaging Agent might not have opened the calendar entry correctly. This could have caused the BlackBerry Messaging Agent to stop responding and an access violation to occur. (DT 504874)

An issue in the BlackBerry Enterprise Server HTML message processing could have resulted in service disruption. (DT 502174)

When processing a recurring task with a recurring date that was far into the future, the BlackBerry Messaging Agent might have stopped responding. (DT 485231)

In an environment that included Lotus Domino 8, in some rare circumstances, the BlackBerry Messaging Agent delayed reconciling the read status of an email message to a device. (DT 400937)

BlackBerry Monitoring Service fixed issues

If you installed the BlackBerry® Enterprise Server, the BlackBerry Administration Service, the BlackBerry Collaboration Service, and the BlackBerry Monitoring Service on the same computer, a BMSCConnectException error message was reported in the log file for the BlackBerry Attachment Service. (DT 888133)

If you installed the BlackBerry Monitoring Service as a remote component, a memory leak in the appsvc.exe and enginesvc.exe processes caused the computer to stop responding. (DT 799163)

If you installed the BlackBerry Monitoring Service on a virtual machine that runs the 32-bit or 64-bit version of Windows Server® 2008, a memory leak in the appsvc.exe process caused the virtual machine to stop responding. (DT 761232)

When attempting to access the BlackBerry Monitoring Service using a BlackBerry device, the full version of the BlackBerry Monitoring Service was displayed on the device if the number of user accounts on a BlackBerry Enterprise Server had exceeded the license limit. (DT 731897)

When attempting to access the BlackBerry Monitoring Service using a BlackBerry device running BlackBerry® 6, the full version of the BlackBerry Monitoring Service was displayed on the device. (DT 729066)

If you did not use port 1433 for the BlackBerry Monitoring Service database, the BlackBerry Monitoring Service could not connect to it. (DT 685531)

The BlackBerry Monitoring Service increased its usage of computer memory over 72 hours until the computer stopped responding. (DT 647219)

If a user clicked an alarm in the BlackBerry device dashboard that did not include a message (because it was deleted), the BlackBerry device dashboard stopped responding. (DT 643050)

When you clicked a message icon for an alert message, the BlackBerry Monitoring Service did not redirect you to the message. Instead, it redirected you to the first page of messages. (DT 620179)

The BlackBerry Monitoring Service did not update dashboard user items when the UserPollMax count was aggregated because the BlackBerry Monitoring Service did not retrieve the user properties every polling cycle. (DT 615480)

When you deleted a connection threshold, the BlackBerry Monitoring Service displayed the "Unable to delete the threshold" error message, even though it did delete the connection threshold. (DT 597370)

You could not import the .mib file included with the BlackBerry Enterprise Server into an MIB browser. (DT 537475)

When you created a report for uninitialized user accounts, the report indicated that the **User name** field was sorted in descending order even though the user name field was sorted in ascending order. (DT 536927)

When the BlackBerry Administration Service stopped, the BlackBerry Monitoring Service console displayed a JavaScript® error. (DT 536608)

Syntax errors were reported if you attempted to compile the BLACKBERRYSERVERMIB-SMIV2_Compat.mib file using the smi2smir.exe command. (DT 501146)

When you generated a custom report, the report was missing statistics data for several components. For example, reports were missing statistic data for the BlackBerry Attachment Service, BlackBerry Policy Service, BlackBerry Controller, BlackBerry MDS Integration Service, BlackBerry Collaboration Service, BlackBerry Router, and BlackBerry Synchronization Service. (DT 509136)

If you configured the BlackBerry Monitoring Service console to use DST, the BlackBerry Monitoring Service console displayed the message time stamps as one hour after the alarm panel message time stamps. (DT 347442, SDR 362633)

If you did not type a value in the **SNMP community name** field and clicked **Test Configuration Settings**, the BlackBerry Monitoring Service displayed an exception error message. (DT 231065)

In certain circumstances, the total user count in the BlackBerry Monitoring Service dashboard was not accurate. (DT 155295)

You could not change the high availability scope of a BlackBerry Enterprise Server component after you added a threshold on a BlackBerry Enterprise Server component that used load balancing (the BlackBerry Router, BlackBerry Administration Service, and BlackBerry MDS Integration Service). (SDR 294739)

BlackBerry Policy Service fixed issues

When the BlackBerry® Policy Service skipped too many commands (for example, because of pending switch service commands), and the number of skipped commands was greater than the maximum number of commands allowed in the throttling queue, the BlackBerry Policy Service might have stopped processing commands for everyone. (DT 806582)

If you moved a user account from BlackBerry® Enterprise Server 4.1 SP6 to 5.0 SP2 using the BlackBerry Enterprise Transporter, the BlackBerry Policy Service might not have been able to regenerate encryption keys and the device might not have been able to send or receive data. (DT 681797)

When you set the Allow Other Message Services IT policy rule to No, devices running BlackBerry® Device Software 5.0 or later still displayed the **Email Settings** icon and permitted users to configure a BlackBerry® Internet Service account. (DT 629143)

If you changed the maximum attachment size in the BlackBerry Administration Service and restarted the BlackBerry Policy Service, the BlackBerry Policy Service did not resend the service books with updates to BlackBerry devices. (DT 538460)

The BlackBerry Policy Service intermittently stopped checking the BlackBerry Configuration Database to determine whether there were any updates to IT policies or application control policies. The BlackBerry Policy Service did not write the following message to its log file at regular intervals: [40000] (02/03 13:29:05.220):{0xA24} SCS::PollDBQueueNewRequests - Change Detection Poll: ProcessingRequests 0, LowerThreshold 1, ProcessingBESes 1, MaxDomainJobs 300, MaxJobsToSchedule 300, MaxBESJobs 100, MaxRequestsToQueue 100, Requests 1, QueueInterval (ms) 60000. (DT 518906)

BlackBerry Web Desktop Manager fixed issues

If a user tried to back up the BlackBerry® device, in certain circumstances, the BlackBerry® Device Manager might have stopped responding. (DT 566840, SDR 340985)

If the **Allow user wireline activation** field was set to **No** on the **BlackBerry Web Desktop Manager Information** tab in the BlackBerry Administration Service, you could not activate a BlackBerry device using the BlackBerry Administration Service. (DT 461923)

Logging fixed issues

When the BlackBerry® Enterprise Server sent an IT administration command, the audit record information did not include the email address of the device user, if the user was not active on the BlackBerry Enterprise Server. (DT 625187)

When the BlackBerry Enterprise Server processed SMS text messages that were in Unicode, the BlackBerry Enterprise Server did not include the closing quote in its log file and fields were missing. (DT 587721)

In some circumstances, the log files for the BlackBerry Administration Service might not have displayed why a job was failing. For example, the log files would not report a failed notification to a JMS client. (DT 504305)

Organizer data synchronization fixed issues

The BlackBerry® Enterprise Server stopped responding if the SQL connection was lost while synchronizing a large address book to a user's BlackBerry device. (DT 628293)

When synchronizing folders over the wireless network, the BlackBerry Enterprise Server resent the entire folder list each time it encountered an error in the folder. This issue could have caused the BlackBerry Enterprise Server to stop responding. (DT 488509)

In some circumstances, the BlackBerry Enterprise Server stopped responding when processing a reoccurring task if the server was running in low memory conditions. (DT 485231)

In certain circumstances, the BlackBerry Enterprise Server completed an organizer data synchronization process when users were moved to another BlackBerry Enterprise Server. This release includes additional logging abilities to help troubleshoot this issue. (DT 349145)

Performance fixed issues

When you upgraded the BlackBerry® Enterprise Server from 5.0 SP1 to 5.0 SP2, the setup application displayed an error message that indicated that the WMI Performance Reverse Adaptor stopped working. Once the upgrade process completed, no BlackBerry Enterprise Server counters were available in the performance monitoring window. (DT 624426)

Security fixed issues

In an environment with IBM® Lotus® Domino® 8.5.1, administrators could not disable the Native Notes Encryption feature on BlackBerry® devices even if the Lotus Domino domain did not permit the feature. (DT 851209)

When a BlackBerry device user received an S/MIME encrypted message that included an inline image, the user could not reply to the message from a BlackBerry device. (DT 642310)

In an environment that included the PGP® Support Package for BlackBerry® smartphones, when a user sent a PGP partitioned encrypted message from a BlackBerry device that required the recipient to use the **More** option to view additional contents, when the recipient clicked **More**, the message status changed to "'More' error: general failure" and the BlackBerry® Enterprise Server included a message in the log files indicating that more data could not be sent. (DT 616708)

When a user forwarded a message that included a Native Notes encrypted attachment from a BlackBerry device, the recipient could not view the attachment. (DT 571358)

In an environment that included the PGP Support Package for BlackBerry smartphones, when a user sent an encrypted message with an attachment from IBM® Lotus Notes®, the recipient could not open the attachment and the BlackBerry device displayed the "Document is empty" error message. (DT 529917)

The description of the Phone Access application control policy rule was incomplete. (DT 518136)

In an environment that included the PGP Support Package for BlackBerry smartphones, when a user sent a small PGP encrypted message, the recipient could have decrypted it on a BlackBerry device but the message status was "'More' error: general failure" and the BlackBerry Enterprise Server included the following message in its log files "Failed to retrieve and build MORE result". (DT 508071)

When a user account initialized and the synchronization information for the user account was not correct, the BlackBerry Synchronization Service might have stopped responding. (DT 506252)

When a user enrolled a certificate over the wireless network, the device displayed a "The server is unable to find the specified certification authority profile" error message and did not permit the user to proceed. This was an intermittent issue that occurred when the user tried to enroll a certificate immediately after the device received the updated IT policy but the BlackBerry MDS Connection Service was not aware of the updated IT policy. (DT 501581)

In an environment that included an RSA® certification authority, when a user tried to enroll a certificate over the wireless network and you approved the certificate request, the BlackBerry MDS Connection Service did not send the certificate to the BlackBerry device. (DT 499189)

In an environment that included the PGP Support Package for BlackBerry smartphones, when a user sent a PGP encrypted message that included a contact attachment, when the recipient tried to open the attachment, the BlackBerry device displayed the "A problem occurred while trying to render the page" error message. If the recipient selected "View contact" in the menu options, contact information was displayed on the BlackBerry device. (DT 490975)

If you removed a user account and reactivated it at a later time, the user could not complete the certificate enrollment process over the wireless network. The BlackBerry Messaging Agent did not write any certificate enrollment related messages to its log file. (SDR 301794)

Setup application fixed issues

When you upgraded from BlackBerry® Enterprise Server 5.0 SP1 to 5.0 SP2, the setup application did not back up the BlackBerry Monitoring Service database even if you selected the "Back up the existing BlackBerry Configuration Database before upgrading" option. (DT 805143, DT 701548)

If the computer did not have sufficient disk space, the setup application might have stopped responding. You might have encountered this issue if the setup application needed to install the JRE™ but there was not enough disk space for the setup application to extract the JRE installation files. (DT 622355)

If you chose not to use a drive, the setup application still checked the drive for disk space and displayed a warning message if the disk space requirements were not met. (DT 568730)

When you proceeded to the **License** dialog box or restarted the computer during the installation process, the setup application was slow to launch and so it seemed like the setup application was not responding. In this release, the setup application displays a progress bar. (DT 530832)

During the installation process, if you added the SRP address and BlackBerry® CAL key and then imported SRP information from a file, the setup application did not display the SRP address or BlackBerry CAL information in the dialog box. (DT 494069)

The setup application displayed the Database mirroring dialog box after you selected SQL authentication to connect to the database server, even though database mirroring was not supported with SQL authentication. (DT 401891)

If you chose the database mirroring option during the installation process and the principal BlackBerry Configuration Database was not available, the setup application stopped at the **BlackBerry Monitoring Service** dialog box and wrote error messages to the log file. (DT 390871)

When the setup application backed up the krb5.conf file, MdsLogin.conf file, and rimpublic.property file, it did not create unique file names for the backed up files and might have overwritten previous backed up files. (DT 376496)

BlackBerry Collaboration Service fixed issues

If your organization's environment included Microsoft® Office Communications Server 2007 and Microsoft® Office Live Communications Server 2005, users on Microsoft Office Communications Server 2007 could not contact users on Microsoft Office Live Communications Server 2005. Instead the presence showed up as Unknown. (DT 822579)

When a user activated a device and then tried to log in to Microsoft Office Communications Server 2007, the device logged in to the instant messaging server with the selected status but then changed to the Available status within seconds. (DT 814508)

When a device logged in to Microsoft Office Communications Server 2007, and the BlackBerry® Collaboration Service failed over, the user could not send or receive messages except to the desktop client. The desktop client could not reply to the BlackBerry® Client messages. (DT 788056)

SNMP fixed issues

If you configured the besSysHealthMsgFromHandheld SNMP threshold, the BlackBerry® Enterprise Server did not update the values correctly. (DT 500603)

Wireless calendar synchronization fixed issues

If a meeting request was sent from a messaging server other than IBM® Lotus® Domino® and a BlackBerry® device user accepted the meeting request using a BlackBerry device, the meeting organizer received a “This meeting is not in the Calendar, it may have been moved or deleted” error message when they tried to view the acceptance. (DT 864129)

When a meeting attendee proposed a new meeting time to the meeting organizer, the email message on the device did not contain information about the proposed date and time. (DT 816768)

When a meeting invitee received an invitation to a recurring meeting and sent a Confirmation message with the comments, the device of the meeting invitee received the message, but the device did not display the comments. (DT 761056)

When a meeting invitee received an invitation to a recurring meeting and sent a Request for Information message with the comments, the meeting organizer received the message, but the device did not display the comments. (DT 761046)

In certain circumstances, when a BlackBerry device user tried to preview the attachment in the notes section of a meeting invitation, the attachment from a previous meeting invitation opened instead. (DT 578874)

When a user declined a rescheduled meeting request for a meeting that occurred in the past (for example, the user tried, on January 15th, to decline a rescheduled meeting request that was sent to them on January 4th), the BlackBerry Messaging Agent stopped responding. (DT 534450)

An issue in the BlackBerry® Enterprise Server could have resulted in service disruption when processing meeting updates on the BlackBerry Enterprise Server. (DT 403643)

Known issues

4

Activation known issues

When migrating a user from BlackBerry® Enterprise Server 4.1 SP6 to BlackBerry Enterprise Server 5.0 SP2 or SP3 using the BlackBerry Enterprise Transporter, the user sees an "Activation Complete" message when the synchronization is complete. (DT 893546, DT 879990)

When a BlackBerry® device user who has a BlackBerry® Internet Service account and a BlackBerry Enterprise Server account activates a new BlackBerry device, the user cannot send email messages using the BlackBerry Internet Service account. (DT 617358)

Workaround: Reactivate the BlackBerry Internet Service account.

When a user exceeds the maximum number of attempts for entering the enterprise activation password, there is no notification message displayed on the device. The user has to manually cancel the enterprise activation. (DT 253518)

The BlackBerry Enterprise Server cannot activate a user who uses a Portuguese mail template. (DT 107411)

Workaround: Change the value of the name field to \$inbox.

If you change the organizer data synchronization settings after you add a user account, when a user activates a device, organizer data synchronization can occur twice. (SDR 358491)

Workaround: Wait an hour after adding a user account and changing the organizer data synchronization settings before activating the device.

BlackBerry Client for IBM Lotus Sametime known issues

If multiple BlackBerry® device users exist with similar user names, incorrect contacts might be added to the users' contact lists. (SDR 186581)

Workaround: When adding contacts, instruct users to select the user name from the Lookup list.

BlackBerry Client for use with Microsoft Office Communications Server 2007 known issues

If a BlackBerry® device user sends a message to an invalid contact, the error message "Failed to execute your last action" displays. The error message does not specify that the contact does not have a valid ID or that the contact might reside in an external domain. (SDR 303950)

In certain circumstances, the BlackBerry Collaboration Service experiences performance issues. (SDR 287243)

Workaround: Instruct users to log out of the BlackBerry® Client for use with Microsoft® Office Communications Server 2007 periodically.

When using Windows® NTLM authentication, an error occurs if two or more users try to log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007, or if one user logs out, and then quickly logs in. (SDR 257764)

Workaround: Set up Kerberos™ authentication or force forms-based authentication.

There is no message indicating that adding distribution lists to contact lists using the BlackBerry Client for use with Microsoft Office Communications Server 2007 is not supported. (SDR 186430)

BlackBerry Administration Service known issues

If an administrator has the "View a user" permission set to particular groups only, when the administrator tries to view which group a user belongs to, the BlackBerry® Administration Service displays an error message. (DT 1271633)

If you delete all device data and disable a device over the wireless network, and then reactivate the same user and device, the BlackBerry Administration Service no longer displays the PIN for the device. (DT 1245881)

If you assign a customized role to an administrator account, and the administrator assigns a software configuration to a user account that is assigned a customized IT policy, the BlackBerry Administration Service sends the Default IT policy to the device instead. (DT 1227269)

If your organization's IBM® Lotus® Domino® domain includes an ampersand (&) in the name, then you cannot edit user's organizer data settings in the BlackBerry Administration Service. (DT 1224473)

If one BlackBerry Administration Service instance sends a reconciliation task to a second instance, and the connection between the instances drops before the second instance can notify the first that the reconciliation is complete, reconciliation stops on all BlackBerry Administration Service instances. The first BlackBerry Administration Service instance then writes the following error to its log file:

"org.jboss.remoting.CannotConnectException: Can not get connection to server. Problem establishing socket connection for InvokerLocator [sslsocket:". The BlackBerry Administration Service checks for unprocessed reconciliation events every 24 hours and restarts them at that time. For more information, contact RIM Support. (DT 1159175)

If you re-add a user account after deleting the user account, the BlackBerry Administration Service does not complete all deployment tasks successfully. (DT 1140135)

In rare circumstances, administrators cannot log in to the BlackBerry Administration Service and the BlackBerry Administration Service log file includes the following error message "javax.security.auth.login.LoginException: bad encoded value". (DT 1131828)

Workaround: Restart the BlackBerry Administration Service.

In certain circumstances, when the user's last contact time information is not updating, the BlackBerry Administration Service writes the following error message to its log file: "Arithmetic overflow error converting expression to data type int.". (DT 1123820)

Workaround: Clear the server statistics. For more information, see the *BlackBerry Enterprise Server Monitoring Guide*.

If you assigned software tokens to user accounts in a BlackBerry® Enterprise Server 4.1 SP6 environment, you cannot remove the software tokens after you upgrade. (DT 1123537)

If a user switches to another device, the BlackBerry Administration Service sends applications to the device before the device has indicated that it has completed the activation process. The device cannot properly install the applications. (DT 1120052)

Workaround: Reassign the software configuration to the user account.

If you set the timezone of the BlackBerry Administration Service computer to GMT + 7 hours (Bangkok, Hanoi and Jakarta timezone), the Last Contact Date is incorrect by 2 hours. (DT 1114330)

The BlackBerry Administration Service does not perform as expected when it needs to complete many tasks (more than 2100 tasks) and verify dependencies and optimizations. (DT 1108098)

Workaround: Restart the computer that hosts the BlackBerry Administration Service.

If the device expects two cod files in order to install an application (for example, because it is installing the application in two languages), the BlackBerry Administration Service sends the cod file twice, and the device only uses one, which causes the installation process to fail. (DT 1107285)

When the BlackBerry Administration Service generates an activation password, it does not write anything in its log files or the BlackBerry Configuration Database log files about this event. (DT 1103690)

If you remove a Wi-Fi® profile from a user account, and later try to add it back, the BlackBerry Administration Service does not save your changes. (DT 1101809)

The BlackBerry Administration Service does not use the email address that you specify in the **Sender Address** field in **Devices > Wireless activations > Device activation settings** to send activation email messages. (DT 1101095)

You cannot assign BlackBerry Monitoring Service permissions to a role, as these permissions are no longer available in the BlackBerry Administration Service. (DT 1097388)

Workaround: The security administrator role has permissions to edit the BlackBerry Monitoring Service. Create a copy of it and modify the permissions as required by your organization.

The Wi-Fi configuration screen still mentions VoIP profiles, even though they have been removed. (DT 1096681)

If you change the Disposition of an application from Wireless to Wired, the BlackBerry Administration Service and device might not apply the change correctly. (DT 1093850)

The BlackBerry Administration Service does not permit you to load applications that do not match the following application version format: XXX.YYY.YYY.YYY, where X and Y are numeric characters. Only X is required. (DT 1093369)

The BlackBerry Administration Service does not perform as expected when you have thousands of users assigned to software configurations. (DT 1016987)

In a Japanese environment, if you click the ? icon in the **Calendar** option under **Manage applications** in the BlackBerry Administration Service, the words "About this calendar" are not translated into Japanese. (DT 1082172)

If you move a user to another BlackBerry Enterprise Server, the BlackBerry Administration Service pushes all applications to the device again. (DT 1080148)

If you install a BlackBerry MDS Connection Service 4.1 SP7 in the same BlackBerry Domain as a BlackBerry MDS Connection Service 5.0 or later, but do not start BlackBerry MDS Connection Service 4.1 SP7, the BlackBerry Administration Service displays an error message when you try to set the BlackBerry MDS Connection Service 5.0 or later as a central push server. (DT 1075786)

When you export the asset summary, the BlackBerry Administration Service displays a Java® error message for some user accounts that are associated with activated devices, if the status for the devices is "initializing". (DT 1066666)

The asset summary that you can export from the BlackBerry Administration Service does not include user accounts that do not have an activated device associated with them. (DT 1060607)

The BlackBerry Administration Service does not display a descriptive error message when it encounters an issue assigning a device to a user account. (DT 1053380)

Workaround: For more information, visit www.blackberry.com/btsc to read KB20015.

If you try to create an administrator account with Microsoft® Active Directory® authentication and enter a password incorrectly, the BlackBerry Enterprise Server indicates that the **Password** and **Confirm Password** fields are required. However, these fields are only required for BlackBerry Administration Service authentication. (DT 1036448)

You cannot log in to the BlackBerry Administration Service after the upgrade process has completed. This issue is caused by the application server not starting correctly. (DT 1034285)

Workaround: Restart the BlackBerry Administration Service.

After a BlackBerry device user sets the **Wireless Reconciliation** option to **Yes** on a device running BlackBerry® 6, the change is not synchronized to the BlackBerry Enterprise Server and the BlackBerry Administration Service displays the status of **Wireless Message Reconciliation** as **False**. (DT 1033792)

When you send an application to a device using a software configuration, the BlackBerry Administration Service pushes the application multiple times and it does not install correctly on the device. (DT 1028646)

Workaround: Modify the ALX file by removing the "_blackberryVersion="[4.2.0,5.1.1]" entries for each resource module listed.

If there are duplicate entries in the BlackBerry Configuration Database for the Enterprise Service Policy, you cannot manage devices using the Enterprise Service Policy. (DT 1028260)

After you migrate users using BlackBerry Enterprise Transporter, the BlackBerry Administration Service writes a Java exception error message in its log file. (DT 1024869)

When you configure proxy authentication and restart the BlackBerry Administration Service, the BlackBerry Administration Service writes the following error message in its log file:
"com.rim.bes.bas.windowsaccess.windowshhttpaccessor.WindowsHTTPAccessorException: Nested exception: 'WinHTTP exception occurred in function: JWinHTTP::getResultFile, Url: https://pasinf.otasl.eval.blackberry.com/pas/pas, Error: 12002 - Unknown error. [GetResultFile WinHttpReceiveResponse returned no results]". This error is caused because your organization's web server is taking too long to respond to the proxy request. (DT 1021276)

When you create a schedule to delete jobs and job tasks in the BlackBerry Administration Service, some jobs and job tasks are not deleted. (DT 1019288)

In some circumstances, you cannot delete an application control policy for a third party application. The error message that you see is "The Request cannot be completed". (DT 1016737)

If you assign a mandatory BlackBerry® Device Software update to BlackBerry device users in the BlackBerry Administration Service, when users accept the request they see an unnecessary pop-up message. (DT 1012128)

In some environments, you cannot include proxy connection credentials when you save a proxy configuration. (DT 1011264)

Workaround: Enter a proxy configuration without credentials.

When you try to import a BlackBerry Enterprise Server 5.0 SP2 IT policy file into BlackBerry Enterprise Server 5.0 SP3, the error message that is displayed is misleading. (DT 1006110)

When you install or upgrade to BlackBerry Enterprise Server 5.0 SP3 in a Brazilian Portuguese environment that is running Windows Server® 2003 R2 SP2, the BlackBerry Administration Service does not start after the installation completes. (DT 995484)

Workaround:

- Download and install the following Microsoft hotfix: <http://support.microsoft.com/kb/971812>.
- Restart the computer.

When you assign (or remove) a Wi-Fi profile that contains a VPN profile to a large number of users directly, you might see an exception error in the logs. (DT 992746)

In the BlackBerry Administration Service, when you select TCP as the transport protocol for Microsoft® Office Communications Server 2007 R2, the **Instant messaging server pool is load balanced** and **Listening Port** fields can still be edited even though they only apply to the TLS transport protocol. (DT 990614)

You might experience performance issues if the BlackBerry Configuration Database contains large numbers of entries in the BASUserApplicationNonReconciliationSubReason and BASUserApplicationNonReconciliationSubReasonParameters tables. (DT 980881)

The BlackBerry Administration Service does not update the status of a job when there are tasks in the job that have been optimized out. (DT 968575)

In some circumstances, if you click the boundary between rows in the search results after manually re-sizing a column, you can cause the resized column to expand again by the same amount it was previously re-sized. (DT 891650)

Workaround: Click **Reset search results configuration** to reset the search criteria.

The BlackBerry Administration Service removes access control rules from a user account when the email address for that BlackBerry device user changes. (DT 879969)

The BlackBerry Administration Service cannot use Web Proxy Autodiscovery Protocol or a .pac file to discover a web proxy with HTTP basic authentication. (DT 864879)

You cannot log in to the BlackBerry Administration Service if the DNS environment contains an invalid service record. (DT 860600)

The description for the Alert component in the BlackBerry Administration Service is incorrect. It should read: The Alert Service is used to monitor the Windows Event Log™ for events of configurable severities. (DT 855011)

If you have permissions for View an IT Policy and View a Component, you are able to select "Edit" even though you cannot actually complete any changes. (DT 852223)

When you add or remove users, the BlackBerry Administration Service does not update the list of BlackBerry® Client Access License instances accordingly until the next day. (DT 849107)

You cannot assign a group to the user that is currently logged in to the BlackBerry Administration Service. (DT 840611)

If you use Mozilla® Firefox® as the browser for the BlackBerry Administration Service, you cannot select a value for Service Group when you change the configuration sets for the BlackBerry MDS Connection Service. (DT 840327)

Workaround: Use Windows® Internet Explorer®.

You cannot change the settings for the private contact folder if the user created another folder named "Contacts" that appears earlier in the alphabetical list of folders. (DT 814782)

Workaround: Rename the folder called "Contacts" that was created by the user, or move it into a folder that appears after the default Contacts folder in the alphabetical list of folders.

In some circumstances when you upgrade the BlackBerry Enterprise Server from 5.0 to 5.0 SP2 or later, the BlackBerry Administration Service fails to start because of a blank cluster-service.xml file. (DT 810830)

Workaround: Replace the cluster-service.xml file with a copy of the file. Restart the BlackBerry Administration Service.

For organizations with a very large number of license keys (several thousand BlackBerry CAL instances), when you try to manage the license keys using the BlackBerry Administration Service, the browser times out or becomes unresponsive. (DT 810241)

When the BlackBerry Administration Service pushes a software upgrade to devices, for an existing application, the software installation fails because the existing version of the application must be removed from the device first. (DT 807092)

Workaround: Disallow the old version of the application and wait a sufficient amount of time for the BlackBerry Administration Service to apply the command and for the user to reset the device before pushing the new version of the application.

If you assign two BlackBerry Device Software updates to a user within a short period of time, some task reconciliation conflicts might occur and the second update might not complete successfully. (DT 774615)

You must initiate an organizer data synchronization from the BlackBerry Enterprise Trait Tool rather than the BlackBerry Administration Service. (DT 758496)

The BlackBerry Administration Service does not delete obsolete reconciliation jobs from the BlackBerry Configuration Database. (DT 757583)

When you search for updated BlackBerry Device Software bundles in the BlackBerry Administration Service, the browser session times out and you are logged out of the BlackBerry Administration Service. This issue is the result of missing locale information in the BlackBerry Configuration Database. (DT 755985)

If a user has a personal folder with a name that includes characters that the BlackBerry Administration Service does not support, the BlackBerry Administration Service cannot display the organizer data synchronization pages or email configuration pages for the user. (DT 753954)

After you log in to the BlackBerry Administration Service, the BlackBerry Administration Service might write a socket write error message to its log file. (DT 752116)

When moving user accounts to another BlackBerry Enterprise Server, the BlackBerry Administration Service displays the BlackBerry Enterprise Server that the user account is currently associated with as a destination server. (DT 735296)

When you configure Microsoft Active Directory authentication for the BlackBerry Administration Service and provide the global catalog server names (rather than permitting the BlackBerry Administration Service to discover the global catalog servers automatically), the BlackBerry Administration Service does not use these global catalog servers when performing Kerberos™ authentication. (DT 731603)

If you search for a large number of users in the BlackBerry Administration Service, in certain circumstances, the JVM might run out of memory and no results are returned. (DT 712427)

The way that you can configure the maximum file size for attachments using the Maximum Native Attachment MTH attachment size IT policy rule and the **Maximum Download Attachment Size (KB)** field in the BlackBerry Administration Service is confusing. The BlackBerry Enterprise Server implements the most restrictive setting. (DT 705600)

If you import IT policies from an earlier version of the BlackBerry Enterprise Server into BlackBerry Enterprise Server 5.0 SP1 and later, and the BlackBerry Enterprise Server has different SRP information from the BlackBerry Enterprise Server that it was imported from, you cannot edit the IT policies in BlackBerry Enterprise Server 5.0 SP1 and later and therefore BlackBerry device users cannot send or receive email messages. (DT 695990)

If you install a new BlackBerry Administration Service instance and select an existing BlackBerry Configuration Database during the installation process, you cannot access or manage the BlackBerry Attachment Connector instances in the BlackBerry Administration Service. The BlackBerry Administration Service displays the "The request cannot be completed" message when you click on a BlackBerry Attachment Connector and writes Java stack errors to the log files. (DT 687469)

If the SyncFolderList in the BlackBerry Configuration Database contains negative folder ID numbers, you cannot click on the Default Configuration link in the BlackBerry Administration Service. (DT 687309)

If you configure BlackBerry Administration Service single sign-on authentication, the BlackBerry Administration Service does not automatically log in an administrator after the session times out and instead displays the login page. (DT 685800)

If the unique identifier in a user's Person document changes (for example, the user is moved to another IBM® Lotus® Domino® domain), the user can no longer log in to the BlackBerry Administration Service using Lotus Domino authentication. (DT 649036)

If you delete the authentication type for a user account on the **User Information** tab and then try to add Microsoft Active Directory authentication to the user account, the BlackBerry Administration Service unexpectedly logs out and displays an error. (DT 640074)

If you install the BlackBerry Enterprise Server and the BlackBerry Administration Service on the same computer, change the FQDN of the computer while keeping the IP address the same, and ensure that the previous FQDN is still reachable to the same IP address, the BlackBerry Enterprise Server does not update the BlackBerry Configuration Database correctly and runs jobs at incorrect times, which can cause the database size to increase unexpectedly. (DT 633315)

Workaround: Remove the DNS alias for the previous FQDN and restart the BlackBerry Administration Service.

In certain browsers (for example, Windows Internet Explorer), after you configure the BlackBerry Administration Service to support single sign-on, if you access the BlackBerry Administration Service from a browser that is located on the same computer as the BlackBerry Administration Service, you see the login page. (DT 618098)

Workaround: Use Firefox instead.

In certain circumstances, when you reconcile IT policies for large groups (for example, 30,000 users), the reconciliation process might stop unexpectedly. (DT 605175)

When you enable Microsoft Active Directory authentication for a large group of users, you must configure each user account individually, which might take a long time. (DT 602402)

Workaround: Use the BlackBerry® Enterprise Server Resource Kit to configure large groups of user accounts. For more information, see the documentation for the BlackBerry Enterprise Server Resource Kit.

In certain circumstances, if you assign IT policies individually to users, add the users to a group, assign an IT policy to a group, and then clear the individually assigned IT policies for the users, the BlackBerry Administration Service might take a long time to clear the individually assigned IT policies and respond to user input. (DT 596845)

If you install the Microsoft® hotfix KB956572 (support.microsoft.com/kb/956572) on a computer that hosts the BlackBerry Administration Service, the BlackBerry Administration Service might not run and no error messages appear in the Windows Event Viewer. This issue might occur in French, Italian, Spanish, and Brazilian Portuguese environments. (DT 596764)

Workaround: Install Microsoft hotfix KB971812 (support.microsoft.com/kb/971812).

If you enter an invalid LDAP port value during the installation process, you cannot access the BlackBerry MDS Connection Service settings using the BlackBerry Administration Service. For example, if you enter a value that is not within the range of 1 and 65,535 the LDAP value will be set to NULL. (DT 596589)

Workaround: Contact RIM Technical Support.

The BlackBerry Administration Service can only parse Windows Internet Explorer proxy settings in the format: proxyserver:port. (DT 587549)

When you configure single sign-on authentication for the BlackBerry Administration Service, and do not add the web address of the BlackBerry Administration Service pool to the list of trusted intranet sites in Windows Internet Explorer, the browser displays an HTTP 404 error when you try to access the BlackBerry Administration Service. (DT 571241)

Workaround: Configure the browser appropriately. For more information, see the *BlackBerry Enterprise Server Installation and Configuration Guide*.

If you use the Wi-Fi Link Security EAP-PEAP, you cannot set the **Wi-Fi Inner Authentication Mode** option in a Wi-Fi profile. (DT 525943)

If you assign the SPNs for the two Kerberos services hosted by the BlackBerry Administration Service (HTTP \<BAS_pool_FQDN> and BASPLUGIN111\<BAS_pool_FQDN>) to more than one Microsoft Active Directory account, when you specify the account information in the BlackBerry Administration Service and click **Save all**, the BlackBerry Administration Service displays the "The username, password or domain name is not correct, Please re-enter" error message. This error message is misleading because it does not inform you that the SPNs are not configured correctly. For more information about resolving this issue, visit www.blackberry.com/btsc to read KB22775. (DT 506774)

When an Enterprise Service Policy prevents a BlackBerry device from being activated, the BlackBerry Administration Service still displays the "The device that is connected to your computer has been activated" message. (DT 491663)

If you attempt to create a user account that already exists on the BlackBerry Enterprise Server, the BlackBerry Administration Service displays the "The BlackBerry Administration Service cannot find the records you were looking for. All users matching the search criteria have been created. Verify the search criteria you specified and try again" error message. (DT 455396)

Workaround: You must first delete the existing user account before you can create a new user account with the same information.

When you click on a BlackBerry MDS Connection Service instance in the **Servers** and **Components** sections, the BlackBerry Administration Service displays a "The request could not be completed" error message if the **Default Server Base Query** field has an empty value. (DT 400528)

Workaround: The valid values for the **Default Server Base Query** field are Null or 1 to 1024.

You cannot open a Microsoft® Word document created using OpenOffice.org version 3.1.1 using the BlackBerry Administration Service. (DT 356212)

Workaround: Use OpenOffice.org version 2.x to save the file.

The **Set Owner Information** field in the BlackBerry Administration Service has a character limit of 125 characters. This is inconsistent with the **Set Owner Info** field on the BlackBerry device which can save up to 127 characters. (DT 354917)

Workaround: Restrict the number of characters you enter into the **Set Owner Information** field in the BlackBerry Administration Service and the **Set Owner Info** field on the users' BlackBerry device to under 125 characters.

In German, when you restart a BlackBerry Enterprise Server, the BlackBerry Administration Service displays question marks (?) for the status. (DT 354723)

After you upgrade the BlackBerry Configuration Database, the user search page might take longer than expected to display. (DT 354697)

If the name of a public folder includes an underscore (_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (DT 354629)

When importing 1000 or more user accounts from a file, the BlackBerry Enterprise Server might use more system resources than expected. (DT 351716)

After a user installs an application on the device using the application loader tool and you assign a new software configuration with an updated version of the application to the user account, when the user reconnects the device to the application loader tool, the application loader tool displays the previous version of the application instead of the updated version. (DT 291336)

Workaround: On the user's computer, in the Windows registry, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry\Loader\Packages, delete the registry key for the application.

When resolving IT policies that are assigned to groups and subgroups, the BlackBerry Administration Service displays an incorrect status even though the correct IT policy is sent to the device. (DT 286149)

The BlackBerry Administration Service version 5.0 SP1 takes longer than BlackBerry Administration Service version 5.0 to add user accounts to a group. (DT 264571)

When a user enables the option "encrypt all incoming messages" in their person document, enterprise activation fails but the BlackBerry Configuration Database is not updated accordingly and the BlackBerry Administration Service console does not show the failure. (DT 232352)

In certain circumstances, the BlackBerry Monitoring Service cannot connect to the BlackBerry Administration Service because of a certificate error and writes the javax.net.ssl.SSLHandshakeException: "Received fatal alert: certificate_unknown error message to the log file" error message. (DT 220014)

BlackBerry Attachment Service known issues

BlackBerry® devices do not display the date and time in XLS file attachments correctly if the date and time is included in a single cell. (DT 1219993)

Workaround: Open the attachment in Documents To Go®.

When a BlackBerry device user views a Microsoft® Word 2007 or 2010 attachment on a BlackBerry device, the round bullets in lists change to square bullets. (DT 1035460)

When a user views a Microsoft® PowerPoint® 2007 or 2010 attachment on a device, text in tables might not display correctly or at all. (DT 1030855, DT 1030847, DT 1030508, DT 1030472)

In certain circumstances, the device does not display a Microsoft PowerPoint document correctly. (DT 91523, SDR 336357)

A user cannot view attachments when you install a BlackBerry® Enterprise Server pair and then install a BlackBerry Attachment Service on a remote computer. (DT 888216)

When users attempt to open large Microsoft Word files or Microsoft PowerPoint files from a remote file location, on an intermittent basis the device cannot display the files. This is due to an issue with how the BlackBerry MDS Connection Service and the BlackBerry Attachment Service communicate. (DT 661572)

If you configure a BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, stop the local BlackBerry Attachment Service, and upgrade the BlackBerry Enterprise Server to 5.0 SP2, the remote BlackBerry Attachment Service cannot process attachments. (DT 658624)

Workaround: In the BlackBerry Administration Service, modify any of the settings for the BlackBerry Attachment Connector and save your changes. Afterwards, change the settings back to their previous values.

Users cannot view .doc files created using Kingsoft® Office 2009. (DT 527857)

Users cannot view text in columns in a .pdf file when they use the "View as text" option. (DT 473169)

When the BlackBerry Enterprise Server runs on Windows Server® 2008, users cannot open .mp3 files on their devices. (DT 395150)

When users view .pptx files on their devices, the sizing and spacing of tables might not display properly. (DT 208027)

BlackBerry Collaboration Service known issues

When using the BlackBerry® Collaboration Service with Microsoft® Office Communications Server 2007, the BlackBerry Collaboration Service might use more private memory resources than expected. As a result, the BlackBerry Collaboration Service might stop responding, and the BlackBerry Controller might not restart the BlackBerry Collaboration Service. (SDR 287243)

Workaround: If this problem occurs, contact RIM Technical Support.

BlackBerry Configuration Database known issues

If a user updates the auto-signature while the BlackBerry® Configuration Database is offline, the BlackBerry® Enterprise Server does not synchronize the update and it is lost. (DT 1383443)

When you are using the BlackBerry® database notification system, you cannot change the pool name of the BlackBerry Administration Service using the BlackBerry Configuration Panel. (DT 1010745)

Workaround: Uninstall the BlackBerry database notification system, change the pool name of the BlackBerry Administration Service, and reinstall the BlackBerry database notification system.

In certain circumstances, you cannot delete an old BlackBerry® Enterprise Server instance from the BlackBerry Administration Service. (DT 1005498)

If the SET NOCOUNT permission is turned on prior to installing the BlackBerry Enterprise Server software, the installation process will fail. (DT 992364)

The current LoadPlugSynchronization.sql script removes duplicate table IDs from the SyncDeviceMgmt table, however it does not remove redundant counts. (DT 595731)

In some circumstances the BlackBerry database notification system does not function correctly because the extended stored procedures required to obtain the host name, machine name, and computer name of the BlackBerry Configuration Database server are stored in the master database and will not be accessible for security reasons, for some organizations. (DT 564423)

When you upgrade the BlackBerry Enterprise Server without installing the BlackBerry database notification system, the `dbo.GetHostName` stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

The BlackBerry Administration Service stops responding when adding user accounts if there is a large number of groups (more than 3000) in the BlackBerry Configuration Database. (DT 493278)

If you use the user and server statistics in Microsoft® SQL Server®, performance issues might occur. (DT 399135, SDR 188502)

The BlackBerry Configuration Panel permits you to change the Microsoft® Active Directory® domain name, which might cause conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the **Global Catalog Server Discovery** field is not set to **Automatic**. (DT 316060)

The BlackBerry Enterprise Server components will not start if the Microsoft SQL Server has a certificate larger than 4 KB with JDBC® Driver 1.2. The connection to the database fails with a TDS error. (DT 230816)

Workaround: You can either reduce the size of the certificate, issue a smaller certificate, or remove the certificate from the Microsoft SQL Server.

If you are using the BlackBerry database notification system, `RimEsp.dll` might cause memory fragmentation in the Microsoft SQL Server. (DT 104132)

Workaround: Remove the BlackBerry database notification system from the Microsoft SQL Server.

BlackBerry Configuration Panel known issues

In some circumstances, if you install the BlackBerry® Monitoring Service as a remote component, the BlackBerry Configuration Panel might not display the correct ports for the BlackBerry Monitoring Service components. The Application Core, Polling Engine and Data Collection Subsystem port numbers will show as zero, even though they are correct in the BlackBerry Configuration Database. (DT 980828)

The log file for the setup application does not contain information about the BlackBerry Configuration Panel. (DT 835622)

A BlackBerry Configuration Panel can update BlackBerry Administration Service information in the BlackBerry Configuration Database even though the BlackBerry Configuration Panel is not at the same version as the BlackBerry Configuration Database. For example, you can edit the Microsoft® Active Directory® settings for the

BlackBerry Administration Service in an earlier version of the BlackBerry Configuration Panel. If you do so, you cannot access the BlackBerry Administration Service page in the Components view of the BlackBerry Administration Service and the BlackBerry Administration Service displays the "The application has encountered a system error. Please report this error to the System Administrator. (EXCEPTION-com.rim.bes.bas.servicemanager.ServiceNotFoundException)" error message. This issue only applies to BlackBerry Administration Service. (DT 750369)

The BlackBerry Configuration Panel allows you to change a primary BlackBerry® Enterprise Server to a standby BlackBerry Enterprise Server on the **BlackBerry Server** tab when a standby BlackBerry Enterprise Server does not exist. (DT 535406)

In the BlackBerry Configuration Panel, in the **Monitoring Console** tab, there is a **Set as Primary** button that is always disabled. Since the BlackBerry Monitoring Service can only run on one computer in a BlackBerry Domain, this button should not appear. (DT 426975)

In the BlackBerry Configuration Panel, the **SQL Server** field in the **Database Connectivity** tab does not include the instance name of the database server. (DT 137254)

BlackBerry Controller known issues

When the BlackBerry® Controller is running and a user shuts down Windows® using Remote Desktop Connection, Windows writes the following error message to the System Event Log indicating that the computer did not shut down correctly: "The previous system shutdown was unexpected". (DT 989942)

Workaround: Stop the BlackBerry Controller manually before you shut down Windows using Remote Desktop Connection.

When the BlackBerry Controller does not receive a heartbeat message from the BlackBerry Messaging Agent, the BlackBerry Controller restarts the BlackBerry Messaging Agent and IBM® Lotus® Domino® server. (DT 977375)

Workaround: You can prevent the BlackBerry Controller from restarting the BlackBerry Messaging Agent and the Lotus Domino server when the BlackBerry Controller does not receive a heartbeat message from the BlackBerry Messaging Agent by using the following procedure:

1. On the computer that hosts the BlackBerry® Enterprise Server, open the Registry Editor.
2. In the left pane, navigate to HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Controller.
3. Click **Controller**.
4. Create a DWORD value that is named **MissedHeartbeatThreshold**.
5. In the **Value** data field, type **0**.

You can either increase the threshold value or you can set it to 0. If you set it to 0, the BlackBerry Controller will not restart the Lotus Domino server or BlackBerry Messaging Agent when heartbeats are missed. Note that this workaround can cause problems when heartbeats are missed because of events which affect message flow such as silent crashes and non-responsive threads.

In some cases, the BlackBerry Enterprise Server marks busy threads as hung and the BlackBerry Controller restarts the BlackBerry Enterprise Server. (DT 799826)

The BlackBerry Controller does not automatically restart the BlackBerry Enterprise Server after the wait count threshold is reached on a hung thread. (DT 764171, DT 442654)

Workaround: Run IBM Lotus Domino as an application instead of as a service so that the BlackBerry Controller only stops the Lotus Domino related processes.

If the BlackBerry Controller creates multiple consecutive dumps on hung threads, the latest dump file overwrites the previous dump file if the latest file is created in the same minute as the previous dump file; the dump files are named based on the minute that they are created. (SDR 214488)

BlackBerry Desktop Software known issue

You cannot silently distribute the BlackBerry® Device Software for the BlackBerry® Bold™ 9700 smartphone to BlackBerry® Desktop Manager 5.0, and you cannot silently distribute the BlackBerry Device Software for the BlackBerry® Torch™ 9800 smartphone to BlackBerry Desktop Manager 6.0. (DT 1005796)

BlackBerry Dispatcher known issues

If a Wi-Fi® connection is opened between the BlackBerry® Enterprise Server and a BlackBerry device while keys are being generated, the BlackBerry Enterprise Server may send the device two KEY_ACCEPT packets which leaves the device without an encryption key. (DT 904881)

Workaround: Users should regenerate the encryption key manually.

If you configure a device to use Wi-Fi connections only, and the device cannot connect to the BlackBerry Router, the BlackBerry Dispatcher drops the messages that it should be queuing so that the BlackBerry Enterprise Server can forward the messages to the device when Wi-Fi connectivity returns. (DT 650456)

If two device users swap devices and then failover occurs, the BlackBerry Dispatcher detects duplicate PINs and resets the PIN to 0 for one of the devices, causing the device to stop functioning. (DT 454394)

Workaround: Restart the standby BlackBerry Dispatcher before the failover occurs, or reactivate the user when the PIN is reset to 0.

In certain circumstances, the BlackBerry Dispatcher removes user accounts and then re-adds them at a later time. (DT 403695)

BlackBerry Enterprise Server Alert Tool known issues

In certain circumstances, on Windows Server® 2008 operating systems, BlackBerry® Enterprise Server version 5.0 alert console messages are not supported. (SDR 281079)

BlackBerry Mail Store Service known issues

If your environment includes a large user directory, and you refresh the user directory using the BlackBerry® Administration Service, the BlackBerry® Enterprise Server can crash. (DT 1338122)

The BlackBerry Enterprise Server only makes contact databases available for BlackBerry device users if the user's name explicitly listed in the ACL or if the Default access level grants the permission. The user cannot view a contact database on the device if the user is member of a group with the appropriate ACL. (DT 1200410)

It can take longer than expected to receive email messages on a BlackBerry® 9300 smartphone. (DT 1121063)

In certain circumstances, a null value might be passed to MailStoreDomino:GetServersList as the list of available servers, causing the server to stop responding. (DT 892790)

In an environment that includes multiple IBM® Lotus® Domino® domains that are cross-certified, when you add a user account in the BlackBerry Administration Service using the "Add user from company directory" option, the BlackBerry Administration Service does not create the user account correctly and the user cannot log in to BlackBerry® Web Desktop Manager. (DT 619027)

Workaround:

1. Verify that all Lotus Domino servers and address books are added in the BlackBerry Administration Service. To do so, in the BlackBerry Administration Service, go to **BlackBerry Solution topology > Component view > Email > <Instance_Name>**.
2. Remove and add the user account again.

The BlackBerry Mail Store Service only populates Lotus Domino servers that are in the same Notes Named Network in the BlackBerry Configuration Database. This means that if you try to change the **Location - server** field in the Organizer data synchronization options in the BlackBerry Administration Service, the BlackBerry Administration Service only displays the Lotus Domino servers that are in the same Notes Named Network as the BlackBerry Mail Store Service in the list. (DT 579807)

Workaround: Verify that all Lotus Domino servers and address books are added in the BlackBerry Administration Service. To do so, in the BlackBerry Administration Service, go to **BlackBerry Solution topology > Component view > Email > <Instance_Name>**.

If a user has duplicated person documents in the address book, when the BlackBerry Mail Store Service updates the contact list information in the BlackBerry Configuration Database, the BlackBerry Mail Store Service attempts to add the same user twice to the BlackBerry Configuration Database and logs the following message in its log file: "MailStoreDomino::RefreshEntriesFromNAB - Duplicate entry found. Record not inserted into the MSAddresses table - tuser@testnet.rim.net." The email address included in the message is not necessarily the email address of the duplicated user, but the last email address of the batch that the BlackBerry Mail Store Service processed. (DT 507418)

BlackBerry MDS Connection Service known issues

If a web server returns a 401 error because the BlackBerry® MDS Connection Service provide an expired cookie, the BlackBerry MDS Connection Service cannot authenticate with the web site. (DT 122613)

Workaround: Instruct the user to delete all the cookies, browser cache, and browser passwords from the device.

Proxy mapping settings do not support the plus sign (+) as part of the proxy rule expression. (DT 1195239)

Workaround: Try using an asterisk (*) instead.

You cannot exceed the 256 character limitation when connecting BlackBerry Dispatcher instances to the BlackBerry MDS Connection Service. If this event occurs, the BlackBerry MDS Connection Service experiences issues and writes the following message to its log file: "General Error connecting to the database." (DT 1175023)

The BlackBerry MDS Connection Service does not use persistent HTTP connections. This might require a user to authenticate twice if your organization's environment includes a hardware load balancer. (DT 1160323)

You cannot send MDS push messages to groups if the group name begins with a dollar sign "\$". (DT 1125058)

Workaround: Send push messages to individual users.

In certain circumstances, the BlackBerry MDS Connection Service experiences a deadlock. (DT 1051874)

If you set the **Use Scalable HTTP** option to **No**, users can no longer browse to HTTPS web sites. (DT 1049666)

Workaround: Set **Use Scalable HTTP** to **Yes** and restart the BlackBerry MDS Connection Service.

When a BlackBerry device user accesses an untrusted web site using BlackBerry® Device Software 5.0 or BlackBerry® 6, the device displays the "HTTP Error 400: Bad Request" error message. (DT 1029071)

Workaround: In the BlackBerry Administration Service, set the **Use Scalable HTTP** option to **Yes**.

The BlackBerry MDS Connection Service continues to send clients 401 requests even after they have returned valid credentials. (DT 1025350)

If you set the language on a BlackBerry device to Japanese, set **Pull authorization** to **Yes** in the BlackBerry® Enterprise Server, and try to use the device to access a shared folder that has full-width characters in its name, the device displays an "unauthorized access" error. (DT 1015337, DT 996341, DT 987056)

In certain circumstances, when the BlackBerry Enterprise Server experiences an unusually high load, an uncaught exception might cause a critical thread to exit, which causes the BlackBerry MDS Connection Service to stop unexpectedly. (DT 999506)

Workaround: Restart the BlackBerry MDS Connection Service.

If you configure RSA® authentication for the BlackBerry Enterprise Server, devices running BlackBerry 6 do not use RSA authentication. (DT 992608)

If your organization uses a proxy server for web browsing on a device, users cannot log in to an application that has been coded with the TLS setting "EndToEndRequired" (for example, BlackBerry App World™). (DT 914899)

The BlackBerry MDS Connection Service does not write any items to its log file when it shuts down. (DT 849102)

Workaround: Verify that you set up TCP logging correctly.

If you configure integrated Windows® authentication for the BlackBerry MDS Connection Service, set the File URL Pattern to .*, and create the required access control rules, when a user tries to browse to a file that includes an @ (at sign) in the file name, the device cannot display the file. The BlackBerry MDS Connection Service truncates the file and removes every letter before the @. The BlackBerry MDS Connection Service also logs a DFTF/1.1 404 error message in its log file. (DT 846883)

The BlackBerry MDS Connection Service does not write any information to its log file indicating whether a push was successful or not. (DT 819201)

When the BlackBerry MDS Connection Service attempts to push data to a device that is running BlackBerry 6 and does not have connectivity turned on, the BlackBerry MDS Connection Service writes a null pointer exception to its log file. (DT 809140)

If a device is connected to a Wi-Fi® network only (mobile network is turned off) and the user browses to a PDF file, the user cannot save the PDF file and the PDF file opens as a blank page. This issue is because the device tries to use a browser transport that uses the BlackBerry Enterprise Server if direct Wi-Fi transport does not work. (DT 809117)

When a user browses to a file using the Files application, and the device specifies an Accept header but the BlackBerry MDS Connection Service cannot identify the MIME content type, the HTTP handler can forward the content to the device, but the DFTP handler cannot and returns status code 406. (DT 807485)

The BlackBerry MDS Connection Service writes low-level messages to the Windows Event Log™ which might fill the Windows Event Log. (DT 805879)

When a user uses the Files application to open a Microsoft® Word document that contains Japanese characters and that is located on a shared network drive, BlackBerry MDS Connection Service does not transcode the information as expected and the device does not display Japanese characters correctly. (DT 711282)

Users cannot use the Files application to open an RTF document that is located on a shared network drive. (DT 693659)

If a URL includes escaped Unicode characters (for example, %u00), the BlackBerry MDS Connection Service attempts to convert the URL and the device displays an Invalid Authority error message. (DT 606970)

When the BlackBerry MDS Connection Service downloads an attachment from a web server that uses HTTPS, the BlackBerry MDS Connection Service writes an IOException error message to its log file and cannot download the attachment. (DT 531836)

After you configure the BlackBerry MDS Connection Service to support Microsoft® Active Directory® authentication, if the user's user name or password includes a space, authentication does not complete successfully when a user searches for files from a shared location. (DT 490943)

Workaround: Perform one of the following actions:

- Remove the space in the user's user name.
- Create a Windows group policy that does not permit spaces within a password.

If you configure a proxy server and a user receives an HTTP 400 error when the user accesses an HTTPS Intranet site, the user receives an HTTP 400 error for each site the user browses to afterwards. (DT 450427)

Workaround: Restart the BlackBerry MDS Connection Service.

When a user browses to web sites that contain Microsoft® PowerPoint® presentations, the browser on the device might not display slides correctly. (DT 349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\instance\config, in the rimpublic.property file, add the following property: AsClientConfig.ChunkSizeKBytes=1024.

If you import a self-signed certificate into the proxy server keystore, users cannot install an application that the BlackBerry MDS Connection Service accesses using HTTPS as the secure status of the certificate is not maintained. The users see an HTTP 500 error on the device. (DT 344187)

Workaround: Use certificates that certification authorities sign.

BlackBerry Messaging Agent known issues

The BlackBerry® Enterprise Server crashes when processing an out of office profile that uses incorrect time zone data. (DT 1290954)

Workaround: In IBM® Lotus Notes®, open the **OutofOffice** settings. Save and close the file.

Devices do not display Shift_JIS encoded messages properly. (DT 1199623)

Workaround: Use another character encoding and resend the message.

If you enable transaction logging for all IBM® Lotus® Domino® messaging servers and your environment includes large mail files with more than 10K of unread marks, the Lotus Domino messaging servers might hang. For more information, visit www-304.ibm.com/support/ to read Reference number 1470828. (DT 1192473)

In certain circumstances, when a user forwards a message with inline attachments from a device, the BlackBerry Enterprise Server replaces the images with image place holders. (DT 1081660)

If you change the location of a user's mail file when both Lotus Domino and the BlackBerry Enterprise Server are not running, the BlackBerry Enterprise Server writes an unclear message to its log file. Instead of writing "Mail File changing from mail\jlambier.nsf to mail\lambierj.nsf for user Jamie Lambier/Marketing/Example" it writes the user name in canonical format: "Mail File changing from CN=Jamie Lambier/OU=Marketing/O=Example to mail\lambierj.nsf for user Jamie Lambier/Marketing/Example". (DT 1057099)

If the BlackBerry Messaging Agent cannot connect to the BBConfigDb when it is synchronizing organizer data after the user's mail file is updated, the BlackBerry Enterprise Server crashes. (DT 1057086)

After the BlackBerry Messaging Agent synchronizes all content, it requests that the device deletes any duplicate entries in the contact list. However, if the Sync Service and the device have not yet completed the synchronization process, the device might fail the deletion process. (DT 1054438)

If you turn on the out-of-office feature on the BlackBerry Enterprise Server and the device, the BlackBerry Messaging Agent log file and the Windows® Event Viewer include Level 1 error messages that are not relevant. (DT 1049961)

If you migrate users that have Inboxes with folders using the BlackBerry Enterprise Transporter, the BlackBerry Enterprise Server does not re-synchronize the folder structure on the device and the device cannot create folders. (DT 1049385)

Workaround: Instruct the user to turn off wireless reconciliation for at least a minute and then turn it back on again.

When a BlackBerry device user views an email message that is formatted in badly formed HTML, the email message might be truncated. (DT 1007016)

If you add a BlackBerry device user from an IBM Lotus Domino server that contains an umlaut sign in the name (for example, ü), the BlackBerry Messaging Agent cannot initialize the user. (DT 992387)

The BlackBerry Enterprise Server does not deliver email messages to a standby instance of a Lotus Domino server in another domain when the primary instance of a Lotus Domino is unavailable. (DT 969288)

Workaround: You can create connection documents on the BlackBerry Enterprise Server and the standby instance of the Lotus Domino server which schedules mail routing and results in email messages being routed to the other domain. Note that this may result in delays in the delivery of email messages.

When a Lotus Domino server is unavailable, users lose their public folder contacts on their devices. (DT 960509, DT 960502)

If you attempt to migrate a user using the BlackBerry Enterprise Transporter, the migration fails. (DT 914268, DT 484418)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
 - If you are running a 32-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **DbCheckIntervalSec**.
5. Change the value of the key to a low value (for example, 10) which should reduce the number of failures.
6. Restart the BlackBerry Dispatcher service.

Note that this registry setting value should be removed or changed after the BlackBerry Enterprise Transporter migrates the user to eliminate needless database traffic.

If a user clicks on an inline image in a rich text email message on the device, the user does not receive consistent results. For example, the user sometimes views the correct short menu, receives a "Continue to nullunid.txt?" message, or receives the following error message: "The protocol specified is not supported by the handheld. Please try a different URL". (DT 903903)

In certain circumstances, a valid email message that arrives in the Inbox is processed but the message is assigned MessageState="10" and is not sent to the device. (DT 862331)

If a user receives an email message that was forwarded from a Novell® GroupWise® user, when the user opens the message on a device and selects "More" or "More All", the following error message displays and the user cannot view the original message: "Error formatting More Result for device, or not enough data to send". (DT 834647)

In certain circumstances, the BlackBerry Messaging Agent stops responding while processing messages for a user mailbox. (DT 821883)

If a user receives a Notes Native Encryption email message and the user does not have an ID file in the mail file, the email message is deleted and a file with the date and time of the email message appears in the trash folder of the mail file.

Workaround: Import the ID file into the user's mail file to support Notes Native Encryption on the device. (DT 818659)

When you move a user account using the BlackBerry Enterprise Transporter from a BlackBerry Enterprise Server pair, high availability does not work for the BlackBerry Enterprise Server pair. (DT 773527, DT 760017)

If a device user sends an email message from the device but the user's mailbox is over quota, the device incorrectly indicates that the message is sent. (DT 765940)

In some cases, email messages sent from devices are encoded using binary instead of base64. The incorrect encoding can result in validation software rejecting the email messages. (DT 761410)

When you stop the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might still attempt to process system statistics, which can cause the BlackBerry Enterprise Server to crash. (DT 716687)

The following log entries in the BlackBerry Messaging Agent log file show up when you set the logging level to informational, even though they are debug level messages: 40015, 40375, 40352, 40429, 45058, 40057, and 40243. (DTs 685401, 685389, 685361, 685354, 685345, 685343, and 685331)

When the BlackBerry Enterprise Server synchronizes a large address book, it might use more memory than expected and might reinitialize the synchronization process. (DT 616546)

Workaround: Remove unnecessary contacts from the address book.

If a Lotus Notes user replies from a device to a message sent from Microsoft® Outlook®, the recipients cannot open the message using Lotus Notes. (DT 602743)

Workaround: Instruct senders to send messages in opaque format.

If users create new folders on the device using Japanese characters, the folders are not synchronized to the users' email applications. (DT 596277)

The BlackBerry Messaging Agent might stop responding because it caches too many unread messages. (DT 587607)

Workaround: Remove the affected users or switch their mail database to a clean mail database.

If you configure the BlackBerry Enterprise Server to prepopulate messages on the device, activate the device, cancel the activation process and reactivate the device, the messages that were cancelled are not resent until the BlackBerry Enterprise Server restarts. (DT 556404)

If a user receives an email message that was sent with the Prevent Copying delivery option, and then sends a reply, the error message "Attachment upload failed on server" appears on the device. (DT 541645)

When a user sends a Base-64 encoded message that includes UTF-8 characters, the device cannot display the message. (DT 540326)

When you migrate a user using the BlackBerry Enterprise Transporter while the device is out of the wireless coverage area, the device might reject queued messages if it has not yet received updated service books from the destination BlackBerry Enterprise Server. This issue also applies to folders, calendars, and other packet types. (DT 523005)

Workaround: Resend the messages.

If users send a plain text email message that is smaller than 2 KB to devices, devices display the "More available: 1 bytes" message at the end of the message. (DT 502079)

Workaround: In the Email options on the device, turn on Auto More.

If the BlackBerry Enterprise Server is restarted between the point that the messages are queued up and then resubmitted to the device, the BlackBerry Enterprise Server can send messages that are 2 years old to the device. (DT 491629)

If you move a user account from a BlackBerry Enterprise Server that is not running to a BlackBerry Enterprise Server that is, the BlackBerry Enterprise Server recreates the profile database and creates a new data source ID for the user account. This issue results in a full synchronization process. (DT 485933)

The device cannot display images that are embedded in rich-text email messages. (DT 470732)

A user may be denied access to a public folder even though they are members of a group that is included in the access control list in Lotus Notes. (DT 461809, DT 448774)

Workaround: Manually add the user account to the access control list.

If a user is restricted from accessing a public folder using Lotus Notes while the BlackBerry Enterprise Server is not running, when the BlackBerry Enterprise Server is restarted the user still has access to the public folder. (DT 451773)

Workaround: Permit the user access to the public folder and then restrict access to that folder when the BlackBerry Enterprise Server is running.

When the SRP thread stops responding, the BlackBerry Controller does not restart the threads and messages cannot be delivered to the device. (DT 445451)

Workaround: Restart the BlackBerry Controller.

In certain circumstances, the BlackBerry Messaging Agent attempts to delete memory handles that it did not create and writes the "Assertion failed: Deleted Memory handle which we did not allocate" error message to the log file. (DT 403648)

The average message latency (the average length of time between the message arriving on the mail server and the delivered message appearing on the user's device) is not calculated correctly. An event error 40181 appears in the log file every 15 minutes. (DT 403553)

In certain circumstances, when a user uses a device to send email messages that contain HTML and rich content, the email messages do not display on the recipients' devices. (DT 403549)

In certain circumstances, if an email message contains graphics, the device does not display the graphics and the "Assertion failed: Deleted MEMHANDLE handle which we did not allocate" error message appears in the BlackBerry Messaging Agent log file. (DT 403542)

In certain circumstances, users receive email messages in a different order than how they arrived in the messaging server. (DT 403427)

In certain circumstances, if you reactivate a user account, the BlackBerry Messaging Agent cannot synchronize the user's address book or journal over the wireless network. (DT 403206)

Workaround: Connect the device to a computer that can access the BlackBerry Administration Service and populate the user's address book and journal. The user's address book and journal will successfully update over the wireless network.

When a user changes the email address of a contact on a device, the update does not synchronize to Lotus Notes. (DT 401884)

Workaround: Use Lotus Notes to change the email addresses of contacts.

After you move a user to a new BlackBerry Enterprise Server, organizer data synchronization does not occur. (DT 401036)

Workaround: Restart the BlackBerry Controller to restart the BlackBerry Messaging Agent.

If a user forwards a message with a .wav file attachment, the recipient cannot open the attachment on the device if support for rich-content email messages is turned on for the device. (DT 400595, SDR 218023)

Workaround: Turn off support for rich-content email messages for the device.

If a user forwards a message to a large number or recipients (over 350) using their device, the body of the original message might be blank. (DT 395576)

Workaround: Select the "Prefers Notes Rich Text" option in the **Format preference for incoming mail** field in Lotus Notes when sending an email to a large number of recipients (over 350).

If you change the name of a user in Lotus Domino and replicate the change to the BlackBerry Enterprise Server, the BlackBerry Administration Service does not display the updated name. (DT 392812)

Workaround: Restart the BlackBerry Dispatcher.

In certain circumstances, after adding a user's email address to the contact list, the email address on the device does not include the domain information. (DT 375379)

Workaround: On the device, add the domain information to the email address.

If a user sends a message to more than 32 recipients, all recipients receive the message, but only the first 32 recipients display in each of the To, CC, and BCC fields on a recipient's device. If a user selects Reply To All from the device, the reply is sent to the truncated list of 32 recipients only. (DT 375175)

Workaround: If you want message replies to be sent to all recipients, including those that are not listed in the To field, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create the DWORD value HonorInsertOriginalRecipients and set the value to a non-zero number.

If you do not replicate the BlackBerry state databases to the standby BlackBerry Enterprise Server, when you start the standby BlackBerry Enterprise Server for the first time, user initialization might take longer than expected. (DT 359879)

Workaround: Replicate the BlackBerry state databases to the computer before installing the standby BlackBerry Enterprise Server.

If you add another email address to a user account in Lotus Domino and separate the email addresses using a carriage return, the log file for the BlackBerry Messaging Agent includes the carriage return. (DT 357088)

Workaround: Use only one email address for each user account.

When the BlackBerry Enterprise Server sends a new key to a device, or a device is reactivated, the Activation status does not update correctly in the BlackBerry Administration Service. (DT 356625)

After sending an email message that includes a large attachment to a device, the pending packets count on the BlackBerry Enterprise Server increases. (DT 351346)

Workaround: Restart the BlackBerry Enterprise Server.

When a user configures the option "Encrypt all incoming messages" in the person document, and you configure the BlackBerry Enterprise Server so that it does not support rich text formatting, unencrypted copies of encrypted MIME and RTF email messages appear in the user's Trash folder. (DT 345273)

Workaround: In the BlackBerry Administration Service, configure the BlackBerry Enterprise Server to support rich text formatting and inline images in email messages.

The BlackBerry Messaging Agent does not send messages that include .vcf file attachments that are larger than 127 KB to a device. (DT 306156)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
 - If you are running a 32-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **MaxUncompDataSizeBytes**.
5. Change the value of the key to the maximum size, in bytes, of .vcf file attachments that you want the BlackBerry Messaging Agent to send to a device. The default value is 130048 bytes (127 KB).
6. Restart the BlackBerry Dispatcher service.

BlackBerry Monitoring Service known issues

If the BlackBerry® Monitoring Service database includes tables with NULL values, the BlackBerry Threshold Analysis Tool cannot run. (DT 1103114)

If you set the Regional and Language settings on the computer to German (Austria), the BlackBerry Threshold Analysis Tool cannot run. (DT 1094072)

You cannot monitor the BlackBerry® Enterprise Server using SNMPc. (DT 1061857)

The BlackBerry Monitoring Service adds duplicate entries to the BlackBerry Monitoring Service database until the size limit is reached, which can cause the BlackBerry Monitoring Service to stop responding. (DT 1040956)

If you uncheck the **Create daily log folder** option in the BlackBerry Configuration Panel, the BlackBerry Monitoring Service writes each log line in a separate file. (DT 1032103)

If a threshold is triggered before or during a failover event, the alarms are not removed from the alarm panel after the failover event. (DT 1019154)

Workaround: Restart the BlackBerry Monitoring Service.

Alarms are not removed from the alarm panel after a user threshold is passed. (DT 1016300)

Workaround: Restart the BlackBerry Monitoring Service.

In the BlackBerry Monitoring Service, when you view the **Messages pending** field for several BlackBerry Messaging Agent instances, the field displays the same number of messages pending for all instances. (DT 1012768)

If you use BlackBerry Monitoring Service 5.0 SP3 to monitor a BlackBerry Enterprise Server pair and a failover event occurs, you do not receive an alert and users are still associated with the primary BlackBerry Enterprise Server instance. (DT 10006360)

Workaround: In the BlackBerry Monitoring Service console, turn off monitoring for the BlackBerry Enterprise Server pair. Start monitoring the standby BlackBerry Enterprise Server instance first, and then start monitoring the primary BlackBerry Enterprise Server instance to make sure that users are assigned to the primary BlackBerry Enterprise Server instance last.

You cannot complete the diagnostic test using the BlackBerry device dashboard on a device that is running BlackBerry® 6. (DT 990885)

If you add an email address or PIN address to the BlackBerry Monitoring Service notifications list while the SNMP service is not available, when you check **Notifications > Manage addresses** in the BlackBerry Monitoring Service console, the email address or PIN address displays (). (DT 905668)

When you use the BlackBerry Monitoring Service in a Latin-based language and test the configuration settings for servers that the BlackBerry Monitoring Service uses SNMP to monitor, the BlackBerry Monitoring Service displays an exception error. (DT 887617)

Workaround:

1. Change the language for the BlackBerry Monitoring Service to English and log in.
2. Log out of the BlackBerry Monitoring Service.
3. Change the language back to the original language and log in.

In the BlackBerry Monitoring Service, when you create a custom BlackBerry Attachment Service report in a Latin-based language and add report columns, the names of the report columns change to English, the report column field clears, and the generate report request fails. (DT 887607, DT 887596)

Workaround:

1. Change the language for the BlackBerry Monitoring Service to English and log in.
2. Log out of the BlackBerry Monitoring Service.
3. Change the language back to the original language and log in.

In the BlackBerry Monitoring Service, when you create a custom report in a Latin-based language, all of the report types in the Select report type drop-down list appear in English except for BlackBerry Attachment Service. Also, if you click a report type other than Attachment Type and then click the Select report type drop-down list, Attachment Type appears in English. (DT 887593)

If you change the name of the BlackBerry Administration Service pool, the BlackBerry Monitoring Service does not display the new name. (DT 753182)

Workaround: Reinstall the BlackBerry Monitoring Service.

If email addresses include special characters, when you try to create a contact using that email address, the BlackBerry Monitoring Service displays a system error and logs you out. The BlackBerry Monitoring Service Polling Engine service also stops. (DT 632907)

The BlackBerry device dashboard displays all timestamps in UTC time, not in the timezone that the device uses. (DT 629272)

After the BlackBerry Enterprise Server fails over, when you access the BlackBerry Monitoring Service console, you do not see the login page and cannot log in. The BlackBerry Monitoring Service writes the following error message to its log file: "com.rim.bes.bas.web.common.CommonExceptionPresenter [WARN] [BBAS-2007] {unknown} Caught unknown exception" (DT 626752)

Workaround: Restart the BlackBerry Monitoring Service.

You cannot remove preconfigured threshold rules. If you try to delete them, they are automatically recreated. (DT 619039)

Workaround: Disable the rule instead.

When you try to turn off monitoring for a non-SNMP server, the BlackBerry Monitoring Service can display the "Request not completed" error message, even though it does turn off monitoring. This issue is intermittent. (DT 614951)

If you press the F5 key or click the Refresh button to refresh the BlackBerry Monitoring Service, the BlackBerry Monitoring Service writes an error message to its log file and logs you out. This issue applies to all pages except the home page. (DT 600023)

A .pdf file created from a quick report does not display Japanese user names correctly if the BlackBerry Monitoring Service console is in English when you create the .pdf file. (DT 596673)

When the list of messages for a monitored BlackBerry Dispatcher exceeds one page, the BlackBerry Monitoring Service displays the first page as a blank page. (DT 566030)

When you restart the BlackBerry Monitoring Service, a dialog box displays with the message "WMI Performance Adapter Service encountered a problem and needed to close". This is caused by an internal error. (DT 542948)

The BlackBerry Monitoring Service and the BlackBerry MDS Connection Service both use port number 8443 when the BlackBerry MDS Connection Service is configured to permit push applications to open trusted and untrusted connections. (DT 531776)

Workaround: Change one of the services to use another port number.

When you use a Safari browser, in the **User details** page, some tabs are truncated and do not display correctly. (DT 509761)

When generating a report, the BlackBerry Monitoring Service might miss events and not perform as expected. For example, if the BlackBerry Enterprise Server services stop while the BlackBerry Monitoring Service is generating a report for 1800 users, this issue might occur. (DT 491944)

When you add a thresholds rule (for example, a pending messages rule) to 2000 user accounts at one time, the BlackBerry Monitoring Service console no longer responds as expected and the application server for the BlackBerry Monitoring Service increases its CPU usage. (DT 455310)

If you delete a threshold for a user account or component data item that is in an alarm state, the alarm clears but a pass notification is not sent. As a result, an incorrect Fail message displays for a data item that is no longer in a failed state. (DT 440939, SDR 280608)

When you perform a ping test from the BlackBerry Monitoring Service console for a BlackBerry device that is connected to the BlackBerry Enterprise Server using a Wi-Fi® connection, the ping test fails. (DT 440928, SDR 291862)

If you turn off support for 8.3 file paths on the computer (by setting the HKLM\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation registry key to 1), when you install the BlackBerry Monitoring Service, the web.keystore is not created. (DT 394681)

Workaround:

1. Configure the computer to support 8.3 file paths.
2. At a command prompt, run the following command: `"C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Monitoring Service\bin\webGenKey.bat" C:\PROGRA~1\Java\jdk1.6.0_15 C:\PROGRA~1\Research In Motion\BlackBerry Enterprise Server\Monitoring Service\besbms <FQDN_BMS_computer>.`

In certain circumstances, SMS notification messages are not sent to users' BlackBerry devices due to a large number of error messages written in the BlackBerry Monitoring Service log file. (DT 339753)

After you configure a user time-based threshold, the BlackBerry Monitoring Service writes error messages to the BBMS-DCS log file. (DT 317931)

In certain circumstances, an HTTP 500 error message is displayed when you try to log in to the BlackBerry Monitoring Service. (DT 315939)

Workaround: Remove the bas-config.properties file from the root directory.

When a user logs in to the BlackBerry device dashboard and the BlackBerry device is in a different time zone from the BlackBerry Monitoring Service, the start and end date of the certificate do not match and the user cannot connect to the BlackBerry Monitoring Service. (DT 132363)

In certain circumstances, a time-based component threshold triggers immediately after you set the threshold. (SDR 298777)

In certain circumstances, the BlackBerry Monitoring Service does not run a diagnostic test after the BlackBerry Configuration Database fails over. (SDR 294753)

An exception error displays when a user with only the View BlackBerry Monitoring Service information permission searches for user accounts. (SDR 286133)

BlackBerry Policy Service known issues

If the BlackBerry® Policy Service needs to synchronize many IT policies and service books, it might cause an SQL timeout and constantly resend the same requests to the device. (DT 1097147)

The BlackBerry Policy Service logs "Skip processing as a check is already in progress" as a warning message, though it is an informational message. (DT 1093070)

In certain circumstances, the BlackBerry Policy Service stops responding because of a null pointer error. (DT 1014472, DT 1006866)

Workaround: Restart the BlackBerry Policy Service.

If the BlackBerry Policy Service cannot connect to the BlackBerry Configuration Database, it crashes. (DT 850530)

For newer BlackBerry devices (for example, BlackBerry® Storm™ 9530 smartphones), you cannot push applications and the BlackBerry Policy Service includes the following error message in its log file "Device info for hardwareID 0x7001504 could not be found." This error occurs because the hardware IDs for newer devices do not include a 0, as expected. (DT 785193)

Workaround: Update the vendor.xml and device.xml files to include a duplicate section for new devices and change the hardware IDs to not include a leading 0. For example, for BlackBerry Storm 9530 devices, ensure the files include both the 0x700150 and 0x0700150 IDs.

When you change which IT policy is associated with a user account, the BlackBerry Policy Service removes owner information. (DT 759142)

When you move a user account, the BlackBerry Policy Service writes misleading messages to its log file. For example, "No rows found to update." and "DATA = "PendingSBBlob". The BlackBerry Policy Service does not wait for the user information to be updated in the ITPolicyStatus table in the BlackBerry Configuration Database. (DT 600132)

If you change the SRP ID to an invalid ID and then change the SRP ID again to a valid ID, the BlackBerry Policy Service does not send the valid ID to the device and the device only receives the invalid ID. (DT 598250)

If an administrator saves an invalid BlackBerry® Enterprise Server SRP, despite a warning in the BlackBerry Administration Service, and then changes the SRP to a valid SRP, the service books with the valid SRP are never sent to the devices and the devices cannot send or receive email messages. (DT 403634)

The BlackBerry® Enterprise Server returns out-of-office messages when a user sends a duress message from a BlackBerry device. (DT 263970)

BlackBerry Router known issues

If the BlackBerry® Router cannot make an SRP connection because it cannot open a port, the BlackBerry Router writes the error message "EVENTMSG="No one ready to listen" to the log file in an excessive manner. (DT 1053544)

Workaround: Reset the logging level of the BlackBerry Router.

If too many log files exist on the computer that hosts the BlackBerry Router, when you restart the computer, the BlackBerry Router does not start automatically. (DT 834770)

Workaround: Remove older log files from the computer and start the BlackBerry Router manually.

The BlackBerry Router writes the following log message to its log file, but there is insufficient information about the MaxServiceQueueSize registry key: "Pausing service receiver. Maximum relay session send queue size exceeded. Service: S47613137. Current relay send queue size: 18268. Max relay send queue size: 10240. To change the maximum queue size limit set the following DWORD value in the registry: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackberryRouter\MaxServiceQueueSize=[New Limit MB]". (DT 612937)

If you change the **SRP Host Port (Outbound)** value in the BlackBerry Configuration Panel and restart the BlackBerry Router, the BlackBerry Router starts using the port you configured rather than the default port (3101). (DT 541717)

Workaround:

1. Open the BlackBerry Configuration Panel.
2. Verify the SRP address and SRP host port information.
3. Change the **BlackBerry Service Connection Port** to another port number (for example, 3105) and click **Apply**.
4. Change the **BlackBerry Service Connection Port** back to 3101 and click **Apply**.
5. Restart the BlackBerry Router.

BlackBerry Synchronization Service known issues

In certain circumstances, when backing up PIN messages for a particular user account, the BlackBerry Synchronization Service stops responding. (DT 796168)

The log files for organizer data synchronization indicate an error but do not indicate which calendar entry causes the error. (DT 788365)

BlackBerry Web Desktop Manager known issues

When a BlackBerry® device user uses BlackBerry® Web Desktop Manager to switch to another BlackBerry device, when BlackBerry Web Desktop Manager requests that the user connect the old device to back up their data but the user does not connect the old device, the user can still continue with the switch device process. As a result, BlackBerry Web Desktop Manager tries to back up the data that is on the new device and activates the new device even though it has not restored the data from the old device. (DT 605246)

High availability known issues

If the BlackBerry® Enterprise Server fails over, certain features in BlackBerry® Desktop Software (for example, importing a Notes .ID file), no longer work. (DT 1212601)

Workaround: Restart the BlackBerry Messaging Agent on the BlackBerry Enterprise Server that is active while the issue is occurring.

If you configured the BlackBerry Enterprise Server for high availability and the BlackBerry Enterprise Server stops responding while loading users, the BlackBerry Enterprise Server might still report 100% health. (DT 890306)

Logging known issues

The BlackBerry® Enterprise Server writes Notes API exceptions to its log file as though the exceptions were BlackBerry Enterprise Server exceptions. (DT 1274689)

If you activate a BlackBerry device with the Middle East language pack on BlackBerry Enterprise Server 5.0 SP2 or later, change the input language on the device to Arabic, and turn on logging for BlackBerry® Messenger using an IT policy rule in the BlackBerry Administration Service (set the Disable BlackBerry Messenger Wireless Synchronization IT policy rule from the PIM Synchronization policy group to No), when you send a message in Arabic to another device using BlackBerry Messenger, the log displays the Arabic characters as question marks in the message. (DT 1014073)

When the BlackBerry Enterprise Server crashes, the BlackBerry Messaging Agent writes an empty stack trace to its log file. (DT 771491)

SMS log files truncate the first two characters from email addresses in the **To** field. (DT 711626)

If you trigger a stack trace for the BlackBerry Messaging Agent on a 64-bit Windows Server® using a 32-bit application, the stack information does not include the threading context. (DT 597288)

The location of each user's Tasks should be listed as each user's mail file in the BlackBerry Messaging Agent log file, but instead the location is blank in the BlackBerry Messaging Agent log file. (DT 401077, SDR 301360)

You cannot configure the logging for the BlackBerry Mail Store Service. (DT 235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (DT 231153)

Workaround: In the Windows® registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

On a computer that hosts a BlackBerry Administration Service, the BlackBerry MDS Application Console might lock the log file for the BlackBerry MDS Application Console and the log file cannot be archived or removed. (DT 187802)

Organizer data synchronization known issues

If you change the organizer data mapping at a global level, the BlackBerry® Enterprise Server no longer synchronizes contacts, memos, and tasks for user accounts that are already activated. (DT 1396390)

Workaround: Consider any of the following workarounds:

- For users who are experiencing this issue, instruct them to delete the Sync service book.
- Change organizer data mappings for specific users, but not at the global level.

When synchronizing organizer data for a BlackBerry device user, the BlackBerry Enterprise Server crashes. (DT 1271859)

If a user saves a draft PIN message but doesn't send it, the PIN log files write random user accounts in the TO, CC, and BCC fields. (DT 1053080)

If you set the owner name and information for a device, the BlackBerry Enterprise Server does not synchronize the information with the device. (DT 1039176)

If you change one of the global mappings for organizer data synchronization and create a new address book contact from a BlackBerry device and IBM® Lotus Notes®, wireless address book synchronization stops working. (DT 990409)

Workaround: Reactivate the BlackBerry device user.

When users modify tasks on a device, the start date and the due date might become the same. (DT 705818)

Workaround: Instruct users to only modify tasks from Lotus Notes.

If you configure roaming users with journals, you cannot configure organizer data synchronization in the BlackBerry Administration Service. (DT 687054)

The BlackBerry Synchronization Service does not periodically check for a valid connection to the BlackBerry Configuration Database. This issue can cause organizer data synchronization to take longer than expected. (DT 613310)

A user account might not be deleted if the account has multiple outstanding jobs. In some circumstances, before the user account is deleted, a reconciliation processing event creates new jobs for this user account causing the deletion to fail. (DT 518631)

In some circumstances, if you attempt to synchronize previous versions of the BlackBerry Enterprise Server using the **Mapping versions** section on the **Mappings for organizer data synchronization** tab in the BlackBerry Administration Service, selecting a version other than 4.0 might not work. (DT 517424)

The BlackBerry device displays duplicate email addresses for contacts that users create to support IBM® Lotus® iNotes®. (DT 468239)

Overdue items in the To Do list in Lotus Notes are not synchronized to a user's BlackBerry device. (DT 438725, SDR 144850)

If you assign a BlackBerry device to a user immediately after adding the user to the BlackBerry Enterprise Server, multiple organizer data synchronizations will occur potentially causing excess CPU load and problems for the user until the synchronizations are complete. (DT 221467)

Workaround: Make sure that organizer data has been populated before assigning a device to a new user.

Performance known issues

Performance Monitor (perfmon) does not display correct data for Mailbox Agents. (DT 1278131)

When you upgrade the BlackBerry® Enterprise Server from 5.0 SP1, the setup application does not register the performance counters for the BlackBerry Messaging Agent or BlackBerry Router. (DT 628488)

If you install the BlackBerry Enterprise Server on a 64-bit version of Windows Server® and you want to run Windows® Performance Monitor on a computer that does not host the BlackBerry Enterprise Server, you must run the 64-bit version of Windows Performance Monitor, uninstall the 32-bit counters on the BlackBerry Enterprise Server computer, and install the 64-bit counters. (DT 450279)

If you install the BlackBerry Enterprise Server on Windows Server 2003 (64-bit), you can see BlackBerry Server counters when you open the Performance Monitoring console using perfmon /wmi. The BlackBerry Server counters do not function as expected. (DT 339324)

Workaround:

1. Stop the BlackBerry Enterprise Server services.
2. Using Windows® Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI\x64.
3. Copy the AgentPerfSession.dll file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
4. Using Windows Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI.
5. Copy the AAgentWMIPerf.mof file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
6. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
7. Type **regsvr32 AgentPerfSession.dll** and press ENTER to register the DLL.
8. Type **mofcomp.exe AAgentWMIPerf.mof** and press ENTER.
9. Using Windows Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI\x64.
10. Copy RouterPerfClient.dll and RouterPerfSession.dll to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter.
11. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter.
12. Type **regsvr32 RouterPerfClient.dll** and press ENTER to register the DLL.
13. Type **regsvr32 RouterPerfSession.dll** and press ENTER to register the DLL.
14. Type **mofcomp.exe RouterSessionPerf.mof** and press ENTER.
15. Type **mofcomp.exe RouterClientPerf.mof** and press ENTER.
16. Restart the BlackBerry Enterprise Server services.

Security known issues

You cannot turn off support for native Notes encryption using the NNECapable registry key. The BlackBerry® Enterprise Server still processes native Notes encrypted messages. (DT 1222511)

Workaround: Turn off secure messaging using the NNEWritingCapable registry key instead.

After a BlackBerry® device user enrolls certificates successfully numerous times with a stand-alone CA, an enrollment process might fail while the device is waiting for an approved certificate, even though the certificate is approved. (DT 1140973)

After a user enrolls certificates successfully numerous times with an enterprise CA or stand-alone CA, an enrollment process might fail while the device is waiting for an approved certificate. (DT 1116098)

If a user requests for more of an attachment in an S/MIME signed message, the BlackBerry Enterprise Server might crash. (DT 1113741)

If you turn on the Disable Forwarding between Services IT policy rule, users cannot forward memos or tasks from their devices using their email accounts. (DT 1092691)

The description for the Generate Encrypted Backup Files IT policy rule does not indicate that it applies only to backups from devices that are activated on a BlackBerry® Enterprise Server. (DT 1074244)

A user cannot send an email message encrypted using IBM® Lotus Notes® native encryption to a recipient who is located on a foreign domain. (DT 1060197)

If you set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **Yes**, the BlackBerry Administration Service does not hide the Allow Wireless Security Updates IT policy rule, though it is no longer applicable. (DT 1056730)

In an environment that includes the PGP® Support Package for BlackBerry® smartphones, if a user forwards an HTML message with an inline image to the device that is signed and encrypted using PGP/MIME, the recipient cannot open the attachment. The device displays the attachment as an unknown attachment. (DT 1048997)

If you send the "Delete all device data and remove device" IT administration command and set a one hour delay, the BlackBerry Enterprise Server deletes the device PIN after the hour passes. However, if the user cancels the process to delete all device data, the device loses its connection with the BlackBerry Enterprise Server. (DT 1043425)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user forwards an HTML message with a background image to the device that is signed using PGP/MIME from a Lotus Notes Client, the recipient does not see the background image attached to the message. (DT 1041759)

By default, the standard unlisted optional application control policy requires users to respond to a prompt each time they want to run the applications. (DT 1040480)

If you send the "Delete only the organization data and remove device" command to a BlackBerry device, the device does not send an acknowledgment to the BlackBerry Enterprise Server so that the BlackBerry Administration Service can delete the user account. (DT 1034973)

Workaround: Delete the user account manually.

If you send the "Delete all device data and remove device" command to a BlackBerry® Curve™ 9300, the device does not send an acknowledgment to the BlackBerry Enterprise Server so that the BlackBerry Administration Service can delete the user account. (DT 1034949)

Workaround: Delete the user account manually.

If you send the "Delete all device data and disable device" IT administration command before you upgrade, and the BlackBerry Enterprise Server receives an acknowledgment from the device that it has received the IT administration command after you upgrade the BlackBerry Enterprise Server, the BlackBerry Enterprise Server writes a NullPointerException error message to its log file. (DT 1027898)

If a device that does not support PGP encryption receives a PGP/MIME encrypted message, the device displays an out-dated message to the user indicating that PGP is not supported.

If a device that does not support PGP encryption receives a PGP/MIME signed message, the BlackBerry Enterprise Server extracts the plaintext information from the message and sends it without indicating that the message is PGP signed. This means that the device does not display the status message to the user indicating that PGP is not supported. (DT 1026959)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends a PGP partitioned signed message that includes Greek characters from Microsoft® Outlook®, the Greek characters are not displayed correctly on the recipient's device. (DT 1012882)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends from a device a PGP partitioned signed message that includes Japanese characters in the subject and body and attaches a certificate to the email message, when a recipient opens the message on the recipient's device, the Japanese characters in the body are not displayed correctly. (DT 1012716)

When you configure the BlackBerry Enterprise Server to support certificate enrollment over the wireless network, the device might not complete the enrollment process successfully because of HTTP client timeouts. The BlackBerry MDS Connection Service log file includes the following message: "Exception at org.apache.commons.httpclient.MultiThreadedHttpConnectionManager.doGetConnection(MultiThreadedHttpConnectionManager.java:497". (DT 962708)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry® 6, when a user sends an email message that is 32 KB or larger and PGP signed, the signature cannot be verified. (DT 896454)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends a partitioned email message that is 32 KB or larger and PGP signed, the user is not prompted to provide the key store access password, and the message appears as plaintext. (DT 896446)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends an email message with an attachment that is PGP protected, the device displays unnecessary information about the attachment. (DT 896290)

The descriptions for the BlackBerry App World™ policy rules incorrectly state that you must use BlackBerry® Device Software 5.0 or later. You can use BlackBerry Device Software 4.5 or later with BlackBerry App World 2.0. (DT 788440)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, when a user sends an encrypted, signed, or encrypted and signed message from the user's email application and adds a plaintext message attachment, the recipient's BlackBerry device displays the attachment as an unknown file. (DT 559298)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, a BlackBerry device can send S/MIME-signed messages before it receives service books from a BlackBerry Enterprise Server. (DT 512559)

If you attempt to assign a BlackBerry device that has been deactivated with an IT administration command using the BlackBerry Administration Service, the BlackBerry Administration Service displays a message indicating the activation process is a success, when in fact the device is not activated. (DT 491663)

If an email message encrypted using Lotus Notes encryption includes a zipped Microsoft® Office attachment, a BlackBerry device cannot open the attachment. (DT 403642)

Workaround: Cache the password for Lotus Notes encryption.

If a user regenerates the encryption key on a BlackBerry device, and then pulls the battery a few seconds after receiving the "Encryption Verified" message, the BlackBerry Enterprise Server does not confirm with the device that the device received the KEY_CONFIRM_PROMOTE and messages are blocked at the firewall. (DT 402026)

Workaround: Generate the encryption key again.

When a user enrolls a certificate over the wireless network from an RSA® certification authority, the BlackBerry MDS Connection Service does not send the certificate request to the RSA certification authority if you configured the Distinguished Name Components IT policy rule. (DT 374481)

Workaround: Remove the information in the Distinguished Name Components IT policy rule and resend the IT policy to the BlackBerry device before trying again.

When a user copies a large file (for example, a 746 KB file) from a microSD card to a shared location, the device does not finish copying the file. (DT 315882)

You cannot change the password for the key store file that permits the BlackBerry Administration Service to open HTTPS connections. (DT 224771)

Workaround: To change the web.keystore password, you must run the setup application again on the computer that hosts the BlackBerry Administration Service. When you need to regenerate the web.keystore file after you change the BlackBerry Administration Service, you need to copy the web.keystore file to all BlackBerry Administration Service instances. You can also copy the registry value that contains the password to other BlackBerry Administration Service instances. The registry setting is HKEY_CURRENT_USER\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Administration Service\Key Store.

Setup application known issues

You cannot install a standby BlackBerry® Enterprise Server on a computer that already hosts a BlackBerry Administration Service. (DT 1123791)

Workaround: Uninstall the BlackBerry Administration Service before installing a standby BlackBerry Enterprise Server with BlackBerry Administration Service.

The setup application overwrites the MSI installation log file when you rerun it. (DT 1102412)

Workaround: Before rerunning the setup application, copy the MSI installation file.

The setup application indicates that services started successfully even though they might not have. (DT 1073106)

If you install the BlackBerry® Enterprise Server in Italian, the advertisements include some Spanish. (DT 1065265)

If you change the User name and Organization information when reinstalling or upgrading the BlackBerry Enterprise Server, the setup application does not record the change. (DT 1040901)

Workaround: After the setup application closes, manually edit the following registry settings:

- for a 32-bit version of Windows®: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\OwnerInformation
- for a 64-bit version of Windows: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\OwnerInformation

If you rerun a setup application, it will mistakenly show the BlackBerry Collaboration Service as installed if the following events occurred during the upgrade process:

- you select Microsoft® Lync™ Server 2010
- you click Next
- you go back to the Setup Options page to unselect the BlackBerry Collaboration Service
- you complete the upgrade process without the BlackBerry Collaboration Service (DT 1039504)

You cannot reinstall the BlackBerry Enterprise Server with the BlackBerry Administration Service on the same computer using the same BlackBerry Configuration Database. (DT 1030904)

Workaround:

1. Navigate to C:\Windows\System32\drivers\etc.

2. Open the hosts file in a text editor.
3. Create a new entry pointing to the IP address and the BlackBerry Administration Service pool name (for example, 123.123.2.1 newpoolname.domain.com).
4. Save and close the file.
5. At a command prompt, type **ipconfig /flushdns** to flush the local DNS cache.
6. Restart the installation process. During the installation process, use the new BlackBerry Administration Service pool name.
7. After the installation process completes, in the BlackBerry Configuration Panel, in the **Administration Service - High Availability** tab, change the pool name to the original pool name.
8. Click **Synchronize**.
9. Click **OK**.
10. Update the hosts file to use the original pool name.
11. Restart the BlackBerry Administration Service.

If you install a standby BlackBerry Enterprise Server with BlackBerry MDS Connection Service, map the BlackBerry MDS Connection Service to the primary BlackBerry Administration Service, and then run the setup application again on the standby BlackBerry Enterprise Server, the BlackBerry MDS Connection Service is remapped to the standby BlackBerry Enterprise Server. (DT 1024145)

Workaround: Use the BlackBerry Administration Service to remap the BlackBerry MDS Connection Service.

During the BlackBerry Enterprise Server 5.0 SP3 installation process, the text in the dialog box that prompts you to shut down services is incomplete in the German language. (DT 1015289)

If you install BlackBerry Enterprise Server 5.0 SP3 and you want to view the BlackBerry Configuration Panel, it might take a few minutes to open. (DT 1012449)

If you install the BlackBerry Administration Service on a computer that you already installed JRE™ 1.6.18 on, the BlackBerry Enterprise Server 5.0 SP3 installation process displays the "Error to writing to a database" error message when you click on "Start services" and you cannot start the BlackBerry Administration Service. (DT 1006683)

If you install BlackBerry Enterprise Server 5.0 SP3 and then you install the BlackBerry Attachment Service on a different computer in the BlackBerry Domain, the remote BlackBerry Attachment Service is missing the BlackBerry Controller instance and logging instance in the BlackBerry Administration Service. (DT 998837)

When you install the BlackBerry Enterprise Server software, if you set the DebugLogLevel registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Setup\ to six, the installation process changes the value of the DebugLogLevel registry key to four and the installation process does not produce the expected level of detail in the log files. (DT 992506)

The installation process might appear to stop responding for approximately one minute when installing a BlackBerry Router in the DMZ. Do not cancel the installation process; the process is working as designed. (DT 990609)

When installing the BlackBerry Enterprise Server, when you are entering the SRP and BlackBerry® Client Access License information, if you do not click the **Verify** button before clicking **OK**, you will be prompted to verify you have entered the correct SRP and CAL information. (DT 959420)

When installing the BlackBerry Enterprise Server in German, some buttons in the user interface appear in English. For example, when completing a step, the buttons Yes and No will be in English. (DT 946825)

If you installed or upgraded the BlackBerry Enterprise Server to version 5.0 SP2 or later, upgraded JDK® and JRE, and then upgrade the BlackBerry Enterprise Server, the setup application reinstalls the versions of JDK and JRE that existed on your system just after you installed BlackBerry Enterprise Server 5.0 SP2 or later. (DT 769397)

If the BlackBerry Enterprise Server uses an evaluation license key and you upgraded using an in-place upgrade process, the BlackBerry Administration Service does not permit you to log in. (DT 743460)

When you install a remote BlackBerry Monitoring Service, by default, the setup application selects the BlackBerry® Web Desktop Manager for installation as well. (DT 703612)

If you install BlackBerry Administration Service in a BlackBerry Domain that includes an earlier version of BlackBerry Administration Service running on another computer, the setup application stops the services for the BlackBerry Administration Service, but does not automatically select BlackBerry Administration Service. This can leave your organization without a running BlackBerry Administration Service. (DT 636597)

Workaround: Select BlackBerry Administration Service manually.

You cannot remove the BlackBerry Administration Service when you run the setup application a second time. (DT 630701)

CE events are not formatted correctly in the Windows® Event Viewer. (DT 630448)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Navigate to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\EventLog\Application.
4. Change the value of **BESCryptoKernel** to the correct path for the CE.dll file.
5. Restart the BlackBerry Enterprise Server.

If you configure a BlackBerry Enterprise Server to connect to a remote BlackBerry Collaboration Service, and then install a BlackBerry Collaboration Service with the BlackBerry Enterprise Server, the local BlackBerry Collaboration Service cannot start. (DT 617662)

Workaround: In the BlackBerry Administration Service, connect the BlackBerry Collaboration Service to the BlackBerry Enterprise Server.

If the BlackBerry Domain includes a primary BlackBerry Enterprise Server that is not part of a high availability pair, if you remove a BlackBerry Administration Service and run the setup application again, you cannot install a standby BlackBerry Enterprise Server. (DT 615520)

When you run the setup application for a second time and the setup application cannot connect to the BlackBerry Configuration Database, the setup application displays the "Error initializing system" error message and does not permit you to change the BlackBerry Configuration Database information. (DT 601826)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
 - If you are running a 32-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server.
4. Remove the **Database** key.
5. Perform one of the following actions:
 - If you are running a 32-bit version of Windows, navigate to HKEY_CURRENT_USER\SOFTWARE\Research In Motion\BlackBerry Enterprise Server.
 - If you are running a 64-bit version of Windows, navigate to HKEY_CURRENT_USER\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server.
6. Remove the **Database** key.
7. Restart the setup application.

If you use Japanese characters when specifying the name of the BlackBerry Enterprise Server, after the installation process completes, the BlackBerry Messaging Agent cannot initialize users and the BlackBerry Controller log file and the Windows Event Viewer include the "AnalyzeEntry: Bad entry received" error message. (DT 580230)

If the setup application cannot create the BlackBerry Monitoring Service database because you do not configure database permissions, the setup application stops responding. (DT 579856)

Workaround: Configure database permissions and try again.

In BlackBerry Enterprise Server 5.0 SP2 or SP3, you can find the BBSRPTool in C:\Program Files\Research In Motion\BlackBerry Enterprise Server. (DT 534090)

When you install a standby BlackBerry Enterprise Server, if you select BlackBerry Administration Service in the **Setup options** dialog box, you cannot cancel the selection. (DT 525015)

If you install a BlackBerry MDS Connection Service that supports multiple BlackBerry Enterprise Server instances, if the computer does not have sufficient virtual memory, the BlackBerry MDS Connection Service cannot start. In the JVM path, the -Xmx flag is set to 1024. (DT 520221)

Workaround: Change the maximum heap size from -Xmx1024M to -Xmx768M.

The setup application does not include the disk space requirements for third-party applications that it must install with the BlackBerry Enterprise Server in the **Setup options** dialog box when you install a BlackBerry Enterprise Server for the first time. (DT 493105)

Workaround: To determine the required disk space for all applications, proceed to the **Accounts and Folders** dialog box.

If you install the BlackBerry Enterprise Server for the first time in a pair, the PrepopulatePIMForNotesUsers trait is created more than once. There should only be one PrepopulatePIMForNotesUsers trait for the ServerConfigId for each high availability pair. This has no effect on how the BlackBerry Enterprise Server works because it only uses the first instance of the trait. (DT 480241)

Workaround: You can disregard the second instance of the PrepopulatePIMForNotesUsers trait.

When you install or upgrade a BlackBerry Enterprise Server on a 64-bit operating system, a warning message might display in the **Preinstallation Checklist** dialog box about mismatched MDAC component versions. You can safely ignore this message. (DT 475776)

If you try to uninstall a BlackBerry Enterprise Server 5.0 and then reinstall the BlackBerry Enterprise Server on the same computer with a different BlackBerry Enterprise Server name and configure it to use the same database, an error message appears stating that the setup application found duplicate entries for the computer names in the BlackBerry Configuration Database and you cannot install the BlackBerry Enterprise Server. (DT 453844)

Workaround: You must use the BlackBerry Administration Service to remove the entries from the BlackBerry Enterprise Server instances that no longer exist in your organization's environment before you can continue with the upgrade process.

During disaster recovery, if you change the BlackBerry Configuration Database on a primary BlackBerry Enterprise Server to a new BlackBerry Configuration Database, and then try to change the BlackBerry Configuration Database on the standby BlackBerry Enterprise Server, the setup application cannot complete the installation of the standby BlackBerry Enterprise Server. (DT 427076)

Workaround: Uninstall the standby BlackBerry Enterprise Server from the computer and reinstall it.

When you reinstall a BlackBerry Collaboration Service, the setup application does not detect Microsoft® Office Communications Server 2007. (DT 426915)

You cannot run a BlackBerry Enterprise Server pair with different instant messaging servers configured for the primary and standby, but the setup application allows you to install the BlackBerry Enterprise Server instances with different instant messaging servers. (DT 426882, SDR 280876)

The setup application does not display an error message if there is a mismatch between ports selected by the Microsoft® SQL Server® and BlackBerry Enterprise Server in the following scenario:

- You install the Microsoft SQL Server with a static port and the SQL Browser running.
- You indicate that the Microsoft SQL Server is using a dynamic port during the BlackBerry Enterprise Server installation.
- You stop the SQL Browser. (DT 391897)

The setup application does not provide a notification that the Terminal Service Application mode is installed and that you cannot install the BlackBerry Enterprise Server. (DT 364214)

On certain dialog boxes in the setup application (for example, the **Administration Settings** dialog box), the setup application highlights **Back** as the default button rather than **Next**. (DT 330239)

When the setup application tries to install Microsoft SQL Server 2005 Express Edition on a computer that hosts an MSDE that includes an MSDE instance named "BlackBerry", the setup application stops responding. (DT 315437)

During the installation process, if you choose to install the BlackBerry Enterprise Server in a non-default location, the setup application cannot create the key store for the BlackBerry MDS Integration Service. (DT 313541)

Workaround:

1. Close the setup application.
2. Create the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\webserver path.
3. Restart the setup application.

In certain circumstances, if you have previously installed the BlackBerry Enterprise Server on a computer without enabling **Use Active Directory authentication** on the **Setup options** page, and then run the setup application and enable **Use Active Directory authentication**, the setup application does not check whether it can communicate with global catalog servers. (DT 307428)

If you install a standalone BlackBerry Router and do not connect to the BlackBerry Configuration Database, the setup application displays an empty **Console addresses** dialog box. (DT 263430)

In the setup application, in the **Database options** screen, the name for the **Use a Microsoft® SQL Server® database** option should be **Use an existing Microsoft SQL Server to host my database**. (DT 233462)

The default for the DebugLogMaxDailyFileAge logging registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Logging Info is 14 and therefore the BlackBerry Mail Store Service logs are automatically deleted after 14 days. This does not match the default of 0 for the other logging registry keys. (DT 231153)

Workaround: You can manually update the setting in the registry to 0.

When you install the BlackBerry Enterprise Server on a 64-bit operating system, if you specify a new location for the installation folder, the setup application prompts you to confirm the creation of the folder and then reverts to the default installation folder. (DT 218745, DT 890684)

Workaround: Specify the new location of the installation folder again.

The BlackBerry Collaboration Service does not start after you change the database for a BlackBerry Enterprise Server. (DT 126765)

SNMP known issues

If SNMP for the BlackBerry® Monitoring Service is not set up correctly, the BlackBerry MDS Connection Service continuously writes the following error to its log file: <ERROR>:<LAYER = SCM, BMS: setConfigConfig failed rc=-1000>. (DT 891612)

Workaround: Consider any of the following actions:

- Verify that you set up SNMP for the BlackBerry Monitoring Service correctly.
- Remove SNMP trap information from the Windows® registry and restart the SNMP service.
- If you are not using SNMP, stop the SNMP service.

On the computer that hosts the BlackBerry® Enterprise Server, if you configure SNMP with a trap destination that does not resolve into an IP address, even if the BlackBerry Enterprise Server does not use the SNMP community, the BlackBerry Enterprise Server does not initialize the SNMP service. (DT 810353)

When you fail over the BlackBerry Configuration Database manually after you configure the BlackBerry Enterprise Server to support database mirroring, the BlackBerry Enterprise Server does not update the imDatabaseConnConfigPropertyconnParams, imDatabaseConnBaseConfigPropertyendB, mdscsDatabaseConnConfigPropertyconnParams, and mdscsDatabaseConnBaseConfigPropertyendB SNMP values. (DT 479075, DT 479074, DT 479073, DT 479070)

Upgrade process known issues

After an upgrade completes, if you are in the India Standard timezone, the BlackBerry® Enterprise Server writes error messages to its log file indicating that it failed to find the timezone. (DT 1384985)

In certain circumstances, you cannot upgrade the BlackBerry Configuration Database from 4.1 SP7 to 5.0 SP3. The following errors appear in the database installer log file:

[CBESDBInstaller::executeRetryDDL] SQL Error COM Error 0x80040E2F - IDispatch error #3119 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Cannot insert the value NULL into column 'ServiceId', table 'DaveTest.dbo.BASServiceInstances'; column does not allow nulls. UPDATE fails." Native error = 515

[CBESDBInstaller::executeRetryDDL] SQL Error COM Error 0x80040E2F - IDispatch error #3119 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "The statement has been terminated." Native error = 3621 (DT 1113715)

During the upgrade process, if the MSI fails you might see the following error message when you try to run the setup application again: "SQL query failed, see logs for more information". (DT 1094204)

Workaround:

1. In the registry, set the HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Setup\Previous Version key to 5.0.0011.
2. Delete the ConfigAfterReboot and ConfigFirstRun keys from the registry.
3. Restart the setup application. At the **Components Selection** screen, uncheck BlackBerry MDS Integration Service.

If you upgrade from 5.0 SP1, software configurations that were set to Editable and Visible or Hidden are changed to Read-only and Visible. (DT 1073979)

Workaround: Reconfigure the software configurations after you complete the upgrade process.

If you are upgrading an environment that includes many users who can log in to the BlackBerry Administration Service using BlackBerry Enterprise Server authentication, the setup application might appear to have stopped responding in the **Installing the BlackBerry Enterprise Server files and required third-party applications** dialog box. The setup application is applying additional migration steps to these user accounts which can take some time. (DT 1045857)

If you are upgrading from BlackBerry Enterprise Server 5.0 SP1 or 5.0 SP2 using a different account than the account you installed with, the upgrade process might not be able to complete. The setup application writes the following message to the log file: "[CBESDBInstaller::executeRetryDDL] COM Error 0x80040E37 - IDispatch error #3127 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Cannot drop the table 'ServerConnectionVTemp', because it does not exist in the system catalog." Native error = 3701". (DT 1036048)

The upgrade process does not preserve the logging level that you set for the BlackBerry Attachment Service. (DT 1028329)

Workaround: In the BlackBerry Administration Service, reset the logging level after the upgrade process completes.

When performing an in-place upgrade from BlackBerry Enterprise Server 4.0 SP7 to BlackBerry Enterprise Server 5.0 SP3, the installation process fails and displays the “%s installation has failed” error message when you click on “Start services”. (DT 1018750)

Workaround: Upgrade BlackBerry Enterprise Server 4.0 SP7 in stages, first to version 5.0 SP1 and then to version 5.0 SP3. If you already upgraded BlackBerry Enterprise Server 4.0 SP7 to version 5.0 SP3, you must uninstall the BlackBerry Enterprise Server software and reinstall BlackBerry Enterprise Server 5.0 SP3. After reinstalling, you must reconfigure any custom settings that you created in BlackBerry Enterprise Server 4.0 SP7 for the BlackBerry Attachment Service.

If you installed the BlackBerry Collaboration Service with BlackBerry Enterprise Server 5.0 SP2, when you upgrade to BlackBerry Enterprise Server 5.0 SP3 and select Microsoft® Office Communications Server 2007 R2 or Microsoft® Lync™ Server as the instant messaging server, the port numbers do not display the default values (5061 for TLS or 5060 for TCP, and 65061 for the listening port). (DT 1000050)

Workaround: You must type the port numbers to specify the instant messaging settings.

If you run a “Set no count on” SQL statement before you upgrade the BlackBerry Enterprise Server to 5.0 SP3, the upgrade fails when the installation is finalizing and an “Error writing to Database” message is displayed. (DT 992357)

If you attempt to upgrade the BlackBerry Enterprise Server from 4.1.x and the default size of the BlackBerry Monitoring Service database (BMSStore) is set to a value larger than 100 MB, the setup application cannot create the BlackBerry Monitoring Service database and the upgrade process fails. (DT 990052)

Workaround: You can change the default size of the BlackBerry Monitoring Service database to a value smaller than 100 MB or you can manually create the BlackBerry Monitoring Service database.

In some circumstances, the IBM® Lotus® Sametime® server name is not automatically prepopulated when upgrading to BlackBerry Enterprise Server 5.0 SP3. (DT 984685)

Workaround: Manually enter the Lotus Sametime server name.

The BlackBerry Enterprise Server now stores passwords that the BlackBerry MDS Connection Service uses to connect to external servers in protected format in the BlackBerry Configuration Database. This change means that when you upgrade to BlackBerry Enterprise Server 5.0 SP3, the proxy credentials for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service are lost. (DT 890282)

Workaround: Write down the proxy settings before you upgrade the BlackBerry Enterprise Server. After the upgrade process completes, restore the proxy settings.

When you upgrade the BlackBerry Enterprise Server, if you change the pool name for the BlackBerry Administration Service, the setup application should prompt you to log in to the computers in the BlackBerry Domain that host the BlackBerry Administration Service and synchronize the local property files and registry entries with the BlackBerry Configuration Database. (DT 853637)

Workaround:

1. On each computer in the BlackBerry Domain that hosts the BlackBerry Administration Service or BlackBerry Monitoring Service, open the BlackBerry Configuration Panel.
2. Click the **Administration Service - High Availability** tab.
3. Click **Synchronize**.

If you upgrade from BlackBerry® Enterprise Server 4.1 SP7 using an in-place upgrade process, BlackBerry devices running BlackBerry® Device Software 5.0 no longer receive data from the BlackBerry Synchronization Service and the BlackBerry Synchronization Service log file includes the following message: "[SYNC-UserControl] Configuration Channel data will not be sent until key is generated. [DisplayName:UserID]". (DT 833081, DT 821972)

Workaround: Perform one of the following actions:

- Instruct the user to delete the Sync service book from the device and resend the service book.
- Instruct the user to generate new encryption keys on the device.

For more information about this issue, visit www.blackberry.com/btsc to read KB24264.

In some circumstances, if you upgrade to the latest JRE™, and then upgrade to the BlackBerry Enterprise Server 5.0 SP2, an earlier version of JRE is installed with the BlackBerry Enterprise Server software. (DT 769397)

If the BlackBerry Enterprise Server includes evaluation license keys and enterprise license keys, and you upgrade to version 5.0 SP2 or SP3, the setup application does not prompt you to fix this issue before starting the upgrade process. (DT 743460)

When you upgrade the BlackBerry Enterprise Server, the setup application does not upgrade the Microsoft® SQL Server® Native Client. (DT 732061)

Workaround: Manually install the latest version of the Microsoft SQL Server Native Client when upgrading from BlackBerry Enterprise Server 5.0.

If you upgrade from BlackBerry Enterprise Server 5.0 SP1, and you are upgrading the only BlackBerry Administration Service instance in the BlackBerry Domain, the setup application permits you to remove the BlackBerry Administration Service. This can leave your organization without a running BlackBerry Administration Service. (DT 637461)

If a BlackBerry Administration Service upgrade failed because of insufficient disk space and you reinstall it, the setup application completes successfully, but the value of the "JVM® Option Number 8" registry key is blank. (DT 622976)

Workaround: Add the registry key manually.

1. Click **Start > Run**.
2. Type **regedit**.
3. Navigate to `\\HKEY_LOCAL_MACHINE\\SYSTEM\\CurrentControlSet\\Services\\BAS-AS\\Parameters`.
4. Change the value of **JVM Option Number 8** to -
Djboss.partition.name=RIM_BES_BAS_HA_#####_BLACKBERRYNEW.

5. Restart the BlackBerry Administration Service.

After you upgrade remote components from version 5.0 SP1, the BlackBerry Administration Service displays incorrect version information for BlackBerry Controller instances installed with remote components. (DT 617030)

When you upgrade the BlackBerry Enterprise Server from 4.1 SP7, the setup application prompts you for the SRP ID and SRP authentication key. (DT 614767)

Workaround: Type the SRP information and continue with the upgrade process. Duplicate errors might appear in the log file.

When you upgrade from BlackBerry Enterprise Server 4.1 SP7, when a user tries to back up device data using the BlackBerry® Web Desktop Manager, the BlackBerry Web Desktop Manager displays the "Request could not be completed." error message and does not permit the user to save. (DT 604518)

When you upgrade to BlackBerry Enterprise Server 5.0 SP3, the setup application does not preserve the logging level that you configure for the ASRV and ACONV log files in the BlackBerry Configuration Panel. (DT 600379)

Workaround: Use the BlackBerry Administration Service to configure the logging levels.

If during an upgrade process from BlackBerry Enterprise Server 5.0 SP1 you remove the local BlackBerry Attachment Service, and later reinstall the local BlackBerry Attachment Service but configure the BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, users cannot view attachments on devices. (DT 578530)

Workaround: Start the local BlackBerry Attachment Service.

When you upgrade the BlackBerry Enterprise Server without installing the BlackBerry database notification system, the dbo.GetHostName stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

If you upgrade the BlackBerry Enterprise Server from version 5.0 and you give the account full permissions on the BlackBerry Configuration Database and only denydatawriter permissions on the BlackBerry Monitoring Service database, the setup application does not respond. (DT 506639)

Workaround: Close the setup application, correct the permissions on the account, and run the setup application again.

After you upgrade the BlackBerry Enterprise Server, the version numbers of the BlackBerry Enterprise Server components are not updated in the BlackBerry Administration Service until you start the BlackBerry Enterprise Server components. (DT 491613)

Workaround: Start all of the BlackBerry Enterprise Server components.

After you upgrade a BlackBerry Domain from version 4.1, the BlackBerry Administration Service may display one or more BlackBerry MDS Connection Service instances that do not exist. (DT 490746)

Workaround: Use the BlackBerry Administration Service to remove the BlackBerry MDS Connection Service instances that do not exist, if possible. Removing them by using the BlackBerry Administration Service is not always possible because the BlackBerry Administration Service may request that the software be removed first and this is not possible since the software does not exist.

During an upgrade, if you configure the BlackBerry Enterprise Server to use Microsoft® Office Communicator 2007 in the **Instant messaging settings** dialog box, the setup application displays the incorrect Microsoft® Office Live Communications Server 2005 (Office Communicator) in the **Summary** dialog box. (DT 427065)

If you uninstall BlackBerry Enterprise Server 4.1 or later and install BlackBerry Enterprise Server 5.0 or later on the same computer, the setup application finds software and registry keys for BlackBerry Enterprise Server 4.1 when it performs the BlackBerry Policy Service configuration validations and does not allow the upgrade process to proceed. (DT 427051)

Workaround: Reinstall BlackBerry Enterprise Server 4.1 SP6 and then upgrade to BlackBerry Enterprise Server 5.0.

If you upgrade a remote BlackBerry Monitoring Service from version 5.0, the URL of the BlackBerry® Web Desktop Manager in the last dialog box of the setup application contains the NetBIOS name instead of the FQDN. (DT 296369)

Wireless calendar synchronization known issues

A BlackBerry® device user cannot complete activation because the BlackBerry® Enterprise Server does not send all calendar packets to the BlackBerry device. The activation process stops at 99% and the log file displays the "OTAC too big error" message. (DT 1048907)

Workaround: Wipe the device and start the activation process again.

If a user accepts an invitation for a meeting on the BlackBerry device, a reminder for the meeting is not set and the user will not receive reminder notices for the meeting. (DT 978589)

Workaround: Users can accept invitations for meetings in IBM® Lotus Notes® or set reminders for meetings manually after they accept invitations for meetings.

If a calendar invitation contains a corrupted RepeatDates field, it results in a spike in the BlackBerry Messaging Agent CPU and causes the thread to go into an unresponsive state. (DT 914623)

In certain circumstances (for example, when Lotus Notes users turn on the ghosting or auto-cancel options), when a meeting invitee receives a recurring meeting request and accepts the meeting request, duplicate reference IDs might appear in the user's BlackBerry state database. (DT 695344)

If a meeting invitee deletes a meeting series and then is reinvited to the meeting series, the meeting invitee cannot accept or decline the invitation on a device or using Lotus Notes. (DT 685185)

Users can set the follow-up flag for meeting invitations on devices, even though this is not permitted by Lotus Notes. Once the follow-up flag is set, users cannot remove it using Lotus Notes. (DT 678612)

If a meeting invitee accepts a meeting series, sends a counter proposal for one of the occurrences of the meeting series from Lotus Notes, and the meeting organizer accepts the counter proposal, the meeting invitee receives the rescheduled meeting request as an email message and cannot accept or decline the rescheduled meeting request. (DT 661014)

If you set the Disable Calendar Wireless Synchronization IT policy rule to Yes to turn off calendar synchronization over the wireless network, and then later change the policy and set the Disable Wireless Synchronization IT policy rule to No to turn on calendar synchronization again, calendar information is not synchronized between the device and the email application. (DT 643217)

If users include an alarm time in calendar entries, the alarm time is changed from minutes to hours on devices. For example, if the reminder time is set to 30 minutes in Lotus Notes, the device changes the reminder time to 30 hours. (DT 639501)

Workaround: Consider one of the following actions:

- Change the reminder time on the device.
- Remove \$AlarmTime from the calendar property when adding a calendar entry using a button and use Lotus Notes default settings.

Draft calendar entries that do not include any invitees are synchronized to the device when the BlackBerry Enterprise Server performs a full synchronization process. (DT 607316)

If a user updates an instance of a recurring meeting on the device, and indicates that attendees should not receive an update, the attendees are still updated. (DT 579997)

If a meeting organizer sets up a recurring meeting and then updates two different instances of the meeting, the recipient can accept the first update from a device, but not the second update. The device displays "The meeting may have been updated or deleted since this message was sent" error message. (DT 491553)

Workaround: Use Lotus Notes instead to accept the updated meeting invitation.

When a meeting organizer reschedules a meeting using Lotus Notes, the device removes the last acceptance message that it receives. (DT 482802)

If a user configures conference call information in Lotus Notes and creates a meeting invitation that includes a room and specifies the "Include conference call information in the Location" option, the device does not display the room information. (DT 472866)

Workaround: Do not configure the conference call information to auto-populate.

If you delegate recurring meeting requests, the meeting requests do not show up correctly on the device. (DT 432970)

Workaround: Resynchronize the device calendar.

In certain circumstances, changes made to the notification message for a recurring meeting using the device are not synchronized with the calendar in Lotus Notes. (DT 400600, SDR 257729)

When the BlackBerry Enterprise Server processes, for a large number of users, a calendar entry that includes a large number of attachments, the BlackBerry Enterprise Server might stop responding. (DT 382640)

In certain circumstances, the BESExtentionAPI fails to open an attachment that is sent from a user's device. (SDR 264758)

In certain circumstances, if a meeting is accepted using a device, the meeting status for all participants is not updated in the calendar. For example, the meeting organizer might appear as having accepted the meeting on a participant's device, but might appear as invited on another participant's device. (SDR 257304)

If a user declines a meeting invitation from the device, the user cannot use the option to be kept informed of changes to the invitation, as the user can from Lotus Notes. (DT 225443)

Provide feedback

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